



ANNUAL REPORT 2018

ANNUAL REPORT 2018

Summary

	Pages
1. Editorial by Corine Moinat, President of the Board of Directors	4
Members of the Board of Directors	5
2. Editorial by André Schneider, Chief Executive Officer	6
Members of the Executive Management	7
3. Continuation of the investment plan supported by solid results	10 - 14
4. Supporting the Management and Genève Aéroport units	15 - 16
5. Optimising risk management by automating processes	17
6. Developing a proactive management of real estate assets	18
7. Always moving towards a more qualitative service	20 - 26
8. An enriched offer at the points of sale	27
9. Continued improvements for passenger satisfaction	28
10. Technology and security dedicated to travellers	30 - 31
11. The airport digitalised	32 - 33
12. A change of runway identification skillfully orchestrated	34
13. Strong investments to modernise the airport	35
14. An optimised process for snow interventions	36
15. An interdisciplinary coordination of operations	37
16. Adoption of the PSIA document by the Federal Council	38 - 41
17. Concrete action on environment protection	43
18. Giving life to values	44 - 45
19. Papal visit to Genève Aéroport	46 - 47
20. The opening of dialogue as guideline	48
21. Committing to the international airport community	49
22. A responsible actor and involved in the region	50
▶ Training profiles	2 - 19 - 29 - 42 - 51



JULIA BUHLER

**APPRENTICE
MAINTENANCE HV
ENGINEER**

“

Mechanics is a passion and I'm lucky to be able to do it in Genève Aéroport on atypical vehicles like Panthers.

”

KEY FIGURES

85.1
million CHF
in profit

151.3
million CHF
in investments

148
destinations

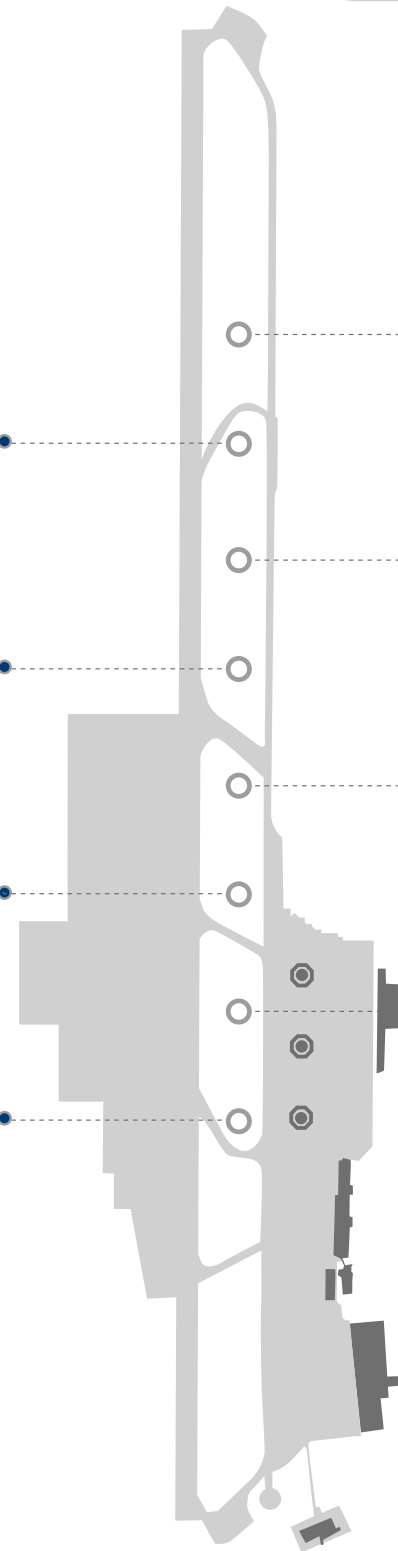
490.2
million CHF
in turnover

1,077
employees

95,270
tons of cargo

17.7
million
passengers

57
Airlines





01

THE COMMITMENT, OUR CEMENT

2018 offered our airport a new Board of Directors. The Council of State has renewed my trust. With all colleagues and with the support of a substantially revamped Council, I have the great honour to continue my mission for the next five years. The important work accomplished during the last legislature will continue to bear fruit for a long time. I want to thank all the exiting Board members, especially Mr. André Kudelski and Mr. John Tracey, First and Second Vice-Presidents, and personalities whose entrepreneurial visions were significant in a context of profound changes. In the service of the general interest and close to economic realities, Mr. Pierre Bernheim and Mr. Stanislas Zuin will be able to take over, thanks to their experience and dynamism.

After dedicating a lot of energy and passion to our airport, other directors left. It was a pleasure to share these intense moments with Alain de Kalbermatten, Fabienne Fischer, David Frick, Patrick Lussi, Magali Orsini, Eric Stauffer, Alberto Velasco and Sully-Paul Vuille. Undoubtedly, they will remain effective ambassadors in defending our interests and we can count on them to relentlessly explain our future challenges.

Our legal framework guarantees a balanced composition in the Board of Directors. The State, the political groups present in the Geneva Grand Council, the local communities, the economy, the institution's employees or even nearby France are represented. This diversity is a richness; it continues to nourish our debates, stimulate our reflections and consolidate our decisions.

On the eve of important political deadlines which the people of Geneva will vote on, and within a few months of our centennial, the new Board of Directors will roll up its sleeves. They are committed to fly the colours of our airport. The family spirit carried by all the employees of our platform is contagious. The first sessions already show that they are gaining ground in our new governance. This exceptional affect is in the service of the common good; it shapes our corporate culture. Thanks to this force, we are ready to bet on the future. After four years at the head of Genève Aéroport, I learned that this commitment is our cement.

Corine Moinat
President
of the Board of Directors



President of the Board of Directors

- Ms. Corine Moinat

Members appointed by the Grand Council

- Mr. Michel Fabre (PS)
- Mr. Lulzim Jahiu (MCG)
- Mr. Yves Nidegger (UDC)
- Mr. Bertrand Robert Reich (PLR)
- Mr. Patrick Schmied (PDC)
- Mr. Quentin Stauffer (EAG)
- Mr. Tristan Balmer Mascotto (V)

Members appointed by the Council of State

- Ms. Corine Moinat
- Mr. Pierre Bernheim
- Mr. Jean-Luc Favre

- Mr. Jacques Jeannerat
- Mr. Philippe Matthey
- Mr. Stanislas Zuin

Member of the Grand-Saconnex Administrative Council

- Mr. Bertrand Favre

Member of the Meyrin Administrative Council

- Mr. Jean-Marc Devaud

Members appointed by the Council of State, on the proposal of the Conference of Ministers of Economy Western Switzerland

- Ms. Karine Perraudin
- Mr. David Pignolet

Member appointed by the Council of State, on the proposal of the Presidents of the General Councils of the neighbouring French departments

- Ms. Aurélie Charillon

Members elected by the institution's employees

- Mr. Olivier Hohl
- Mr. Thierry Mellina-Bares
- Mr. Nicolas Vuille

STRENGTHENED DEMOCRATIC CONTROL

For the 2018-2023 legislature, a new Board of Directors with 20 members is in place. Mrs. Corine Moinat, whose term as president was renewed by the Council of State for this new legislature, is assisted by Mr. Pierre Bernheim (First Vice-President) and

Mr. Stanislas Zuin (Second Vice-President).

The Board of Directors is endowed with various competences, which lets it ensure a democratic and balanced management of Genève Aéroport. Conforming to the Law on the Organisation of Public Law Institutions (LOIDP) in force in May 2018, the

Council of State appointed Mr. Philippe Matthey, Secretary General of the Infrastructure Department, to represent him at the meetings of the Board of Directors. The latter receives all the ad hoc documents, has an advisory voice and reports directly to the Council of State*.

*Art. 26 of LOIDP



02

A RICH YEAR IN A FLUCTUATING ENVIRONMENT

2018 was an intense year for Genève Aéroport, with the culmination of the adoption of the PSIA document by the Confederation last November. This document is a strategic challenge for our airport because it sets the general framework for the operation and development of the platform in a binding manner, especially in the area of noise and environmental protection.

Affirming our status as an autonomous public institution, we accompanied the pre-adoption public consultation phase. Many information and exchange sessions have been held with our partners, as well as with public authorities and the general population. This involvement in the public debate is important to us because it is part of the construction of a common vision to ensure a coherent operation and sustainable development of the airport, serving the community.

The building soundproofing programme, which our institution has been conducting for several years, is in line with this desire. The environment, and more broadly sustainable development, remains one of our priorities, as evidenced

by the increase in noise charges on 1 January, 2018. The main measures undertaken in the last two years are included in the Sustainable Development Report published in the summer of 2018. This year was also marked by a sharp decrease in the number of aircraft movements, as well as a moderate increase in the number of passengers. A sign that the airport is entering a phase of maturity. Airlines are joining this evolution by increasing seat occupancy rates and by continuing to renew their fleets with less noisy, less polluting and more comfortable aircrafts.

The financial results are on the rise, despite a slowdown in growth and work impacting commercial areas within the terminal. These good results demonstrate, if necessary, Genève Aéroport's ability to innovate, to adapt to fluctuating demand and to continue to generate revenue in an unstable environment.

A change of runway name, implementation of the new T1 boosted safety lines, welcoming His H. Pope Francis... So many major events that marked 2018 which I will let you discover by browsing the pages of this annual report.

Happy reading!

André Schneider
Chief Executive Officer



MEMBERS OF THE EXECUTIVE MANAGEMENT

From left to right and from top to bottom

Philippe Moraga
Chief Technical Officer

Jessica Silberman Dunant
Chief Human Resources Officer

Aline Vaglio
Chief Financial Officer

Massimo Gentile
Chief Technology Officer

Madeleine von Holzen
Head of Communication
(Since 09/17/2019)

Marc Mounier
Head of Environment and Sustainable Development

Christine Widmann
Secretary General and Legal Affairs

André Schneider
Chief Executive Officer

Giovanni Russo
Chief Operations Officer

Pierre Germain
Chief Commercial Officer







03

CONTINUATION OF THE INVESTMENT PLAN SUPPORTED BY SOLID RESULTS

Genève Aéroport closed 2018 with a net profit of 85.1 million francs, an increase of 7.9% (6.2 million francs) when compared to 2017. The company's financial situation is sound and demonstrates good resilience despite a slowdown in the growth of passenger traffic. The 2018 investments are fully self-financed and reach an historical level of 151.3 million francs.

The turnover consisted of 490.2 million francs, an increase of 5.1% when compared to 2017 (466.4 million francs). Aeronautical earnings increased by 6.1% to reach 276.2 million francs. This represents 56% of the total turnover compared to 44% for non-aeronautical products (shops, parking, rentals, etc.). The increase in aeronautical income is mainly explained by the increase in passenger traffic (17.7 million passengers, an increase of 1.9% when compared to 2017) and a rise in security charge on 1 January 2018.

Growing non-aeronautical revenues

The non-aeronautical earnings reached 214 million francs and are growing at a faster rate than the passengers growth (3.9% and 1.9% respectively). This positive evolution illustrates Genève Aéroport's capacity to respond to

passenger expectations in terms of commercial offers and demonstrates its ability to operate effectively in a constrained environment. The activity particularly concentrated on minimising the impact of the important works that took place in the commercial area of the terminal in 2018 during the construction of two new generation security control lines.

Parking income increased by 13.2% as a result of higher fees and an increase in the occupation rate.

Continuous control of expenses

Operating expenses grow while controlled. The hiring programme continues in order to accompany the adaptation of the infrastructure and the increase in the number of passengers. At the end of 2018, Genève Aéroport had 1,015.7 full time equivalents (FTE), a growth of 40.5 FTE when compared to 2017.

Operating expenses increased and include 13.1 million francs of non-recurring charges. Security costs increased by 7.6 million francs when compared to 2017 in order to meet the increased requirements in this area and guarantee a high level of security in relation to the evolution of the standards.

Expenditure on studies concerning major projects continue in 2018 and represent 13.7 million francs. They are part of Genève Aéroport's strategy and are necessary to adapt the platform to increase the number of passengers and improve the quality of service travellers receive.

Self-financing capacity confirmed

Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA) in 2018 amount to 170.3 million francs, a margin rate of 34.7%. Excluding non-recurring items, it reached 183.4 million francs, a margin rate of 37.4%, in line with the 2017 adjusted rate of non-recurring items (37.7%).

Amortisation charges increased by 3.7% when compared to 2017, reaching 82.6 million francs. The increase will continue in the coming years when investments in infrastructure adaptation will be launched.

The debt level remains stable when compared to 2017 (224.6 million francs) but the interest expense decreases drastically as a result of the debt restructuring in 2017 via the issuance of a first series of bond loan consisting of 175 million francs.

Interest expenses go from 14.8 million francs in 2017 to 2.6 million francs in 2018 (-82.4%).

Work on the restructuring of the pension fund of the State of Geneva (CPEG) continued in 2018. Several bills have been tabled and approved by the Grand Council of the Republic and Canton of Geneva. The implementation of these laws would result in a decrease in employee benefit obligations on the liability side of Genève Aéroport's balance sheet.

The activity resulted in a net profit of 85.1 million francs, half of which will be paid to the State of Geneva (42.6 million francs). Over the last five years, the autonomous public institution has thus contributed 207 million francs to the State coffers.

Intensive investments under control

The increase in the annual amount of investments continues, consistent with the planning trend. Investments reached in 2018 an historical amount of 151.3 million francs, in particular with the

construction of the exoskeleton of the East Wing. The total net property, plant and equipment, on the balance sheet, surpasses the historic amount of 1 billion francs for the first time.

Genève Aéroport's resilience to economic events and its ability to absorb the impact of non-recurring items while preserving a high EBITDA margin level should allow Genève Aéroport to return in good condition to the bond market by 2019 and thus continue its investment programme peacefully.

A GLOWING REPORT FROM THE COURT OF AUDITORS

Between June 2016 and September 2018, Genève Aéroport implemented the 18 recommendations issued by the Court of Auditors so as to ensure the coherence of the projects

with the strategic objectives of the airport.

The audit allowed the Court of Auditors to note "with satisfaction the important work done by the Board of Directors and the new management of Genève Aéroport and its teams in managing major projects."

KEY FIGURES

in millions of CHF

	2018	2017
Turnover	490.2	466.4
EBITDA	170.3	173.3
Net profit	85.1	78.9
Operating cash flow	217.3	186.2
Investing cash flow	-143.8	-119.0
Net debt*	203.2	233.2

RATIOS

	2018	2017
EBITDA/Turnover	34.7%	37.2%
Net profit/Turnover	17.4%	16.9%
Operating cash flow/ Investing cash flow	151.1%	156.4%
EBITDA/Net debt	83.8%	74.3%

*Borrowings and other non-current and current debts, less cash and cash equivalents.



FINANCIAL REPORT

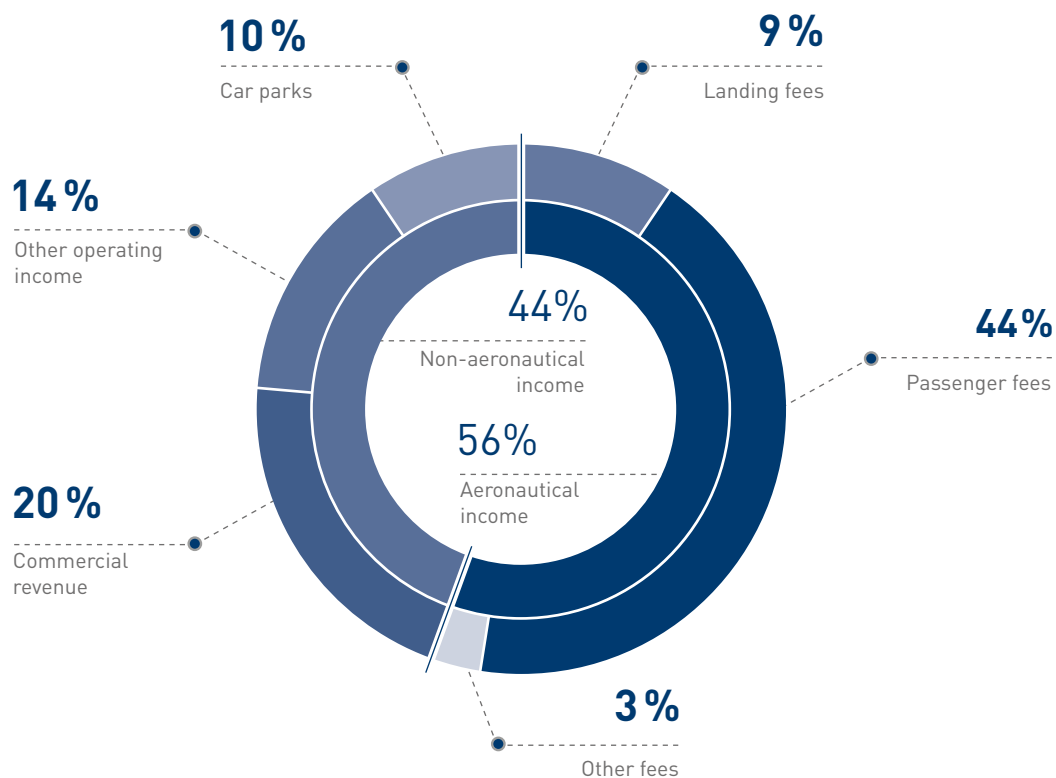
Balance sheet as at 31 December

	2018 KCHF	2017 KCHF
ASSETS		
Property, plant and equipment	1,008,244	938,854
Assets under finance leases	1,280	1,943
Total non-current assets	1,009,524	940,797
Pre-payments, accrued incomes and other receivables	9,373	12,996
Trade receivables	61,950	58,670
Cash and cash equivalents	47,163	18,665
Total current assets	118,486	90,331
Total assets	1,128,010	1,031,128
EQUITY AND LIABILITIES		
EQUITY		
Reserves	240,198	172,107
Net profit for the financial year	85,113	78,883
Total equity	325,311	250,990
LIABILITIES		
Environment funds	16,555	11,438
Non-current borrowings and other debts	249,119	250,309
Non-current provisions	21,000	18,500
Employee benefit obligations	407,308	424,520
Non-current derivative financial instruments	-	1,373
Other non-current liabilities	15,202	6,045
Total non-current liabilities	709,184	712,185
Current borrowings and other debts	1,259	1,575
Accruals and deferred incomes	29,050	24,774
Trade and other payables	63,206	41,604
Total current liabilities	93,515	67,953
Total liabilities	802,699	780,138
Total liabilities and equity	1,128,010	1,031,128

Profit and Loss Account

	2018 KCHF	2017 KCHF
INCOME		
Landing fees	44,305	44,444
Passenger fees	214,399	201,238
Other aeronautical fees	17,526	14,691
Total airport fees	276,230	260,373
Commercial revenue	97,380	96,728
Revenue from car-parks	49,450	43,669
Rent and surface rights	26,805	26,774
Ancillary rental income	9,126	8,921
Centralised infrastructure revenue	20,040	19,559
Other operating income	11,210	10,407
Total operating income	214,011	206,058
Total income	490,241	466,431
EXPENSES		
Salaries and allowances	-105,324	-101,596
Social security, health and accident insurances	-13,314	-14,110
Other employee expenses	-10,195	-9,715
Pension contributions	-25,429	-25,885
Impact of pension plan amendments	-	7,227
Total employee expenses	-154,262	-144,079
Fees, services and subcontracting	-52,486	-47,136
Security and safety subcontracting	-37,097	-29,526
Police fees for ground security	-8,315	-8,315
Energy, maintenance and rents	-46,954	-44,635
Commodities	-6,075	-6,116
Other operating expenses	-9,622	-12,173
(Contribution)/Net levy on the environment fund	-5,117	-1,119
Total operating expenses	-165,666	-149,020
Total operating charges	-319,928	-293,099
Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA*)	170,313	173,332
Amortisation of property, plant and equipment	-81,892	-79,469
Amortisation of assets under leases	-706	-177
Total amortisation charges	-82,598	-79,646
Operating result	87,715	93,686
Financial income	-	4,214
Financial expenses	-2,602	-19,017
Total financial income and expenses	-2,602	-14,803
Net profit for the financial year	85,113	78,883

DISTRIBUTION OF INCOME



KEY INDICATORS

in millions of CHF

	2013	2014	2015	2016	2017	2018
Turnover	376.3	403.8	423.7	445.3	466.4	490.2
Net profit	91.6	88.3	74.6	80.8	78.9	85.1
Share of profit paid to the State in Y+1	45.8	44.2	37.3	40.4	39.4	42.6
Land rights	5.0	5.0	5.0	5.0	4.9	5.0
Investing cash flow	-121.4	-110.1	-112.2	-158.9	-119.0	-143.8
Number of passengers (in millions)	14.4	15.2	15.8	16.5	17.4	17.7





SUPPORTING THE MANAGEMENT AND GENEVA AIRPORT UNITS

The Secretary General and Legal Affairs dealt with matters of paramount importance in 2018, among which, in legislative matters, the implementation of the Law on the Organisation of Public Law Institutions (LOIDP), the European General Data Protection Regulation (RGPD), or the strengthening of the directive on professional costs.

Law on the Organisation of Public Law Institutions

Adopted by the Grand Council in May 2018, the LOIDP is intended for public institutions in the canton of Geneva. It sets out the main principles that apply to all these public entities, in order to promote their efficiency: to set the principles of governance, to facilitate the proper functioning of the institutions, to share competences among different actors, etc.

The Geneva International Airport Act (LAIG) has been adjusted to take into account the prerogatives of the LOIDP. The latter now prohibits the cumulation of mandates, as members of the Grand Council are no longer allowed to sit on the Board of Directors of a public institution.

The Regulations under that Act (ROIDP), which came into force in June 2018, specify in particular the remuneration of members of the Boards of Directors of public institutions.

The LOIDP now requires the regulation developed by Genève Aéroport (autonomous requirements) to be made public. Transparency is therefore at stake, and the autonomous requirements have been accessible on the state of Geneva website (www.ge.ch/legislation) since 1st November 2018.

Adjustment of LIPAD in relation to the implementation of the RGPD

As a public institution, Genève Aéroport is subject to LIPAD – Law on Public Information, Access to Documents and Protection of Personal Data – and has been applying the mandatory guidelines and processes for the protection of personal data for more than fifteen years.

The arrival of the General Data Protection Regulation (RGPD), implemented in Europe at the end of May 2018, has allowed the stren-

gthening of protection and processing personal data of Genève Aéroport customers each time they are consulted (online bookings, competition, website, etc.). The improvement measures were orchestrated by an ad hoc working group and regular contact with the units of the cantonal Data Protection and Transparency Officer (PPDT).

Consolidation of the Directive on costs and professional travel

This year also saw the strengthening of the Directive on travel and professional expenses, which lays down the costs incurred by Genève Aéroport employees in a more stringent manner. The idea was to clarify the rules on professional trips. The processes concerning the control, monitoring and reimbursement of all professional costs have also been modernised.

Encouraging social dialogue among partners of Genève Aéroport

On the initiative of the Chamber of Collective Labour Relations (CRCT), a meeting was held on 4 December 2018 among the companies on the airport site, the trade unions

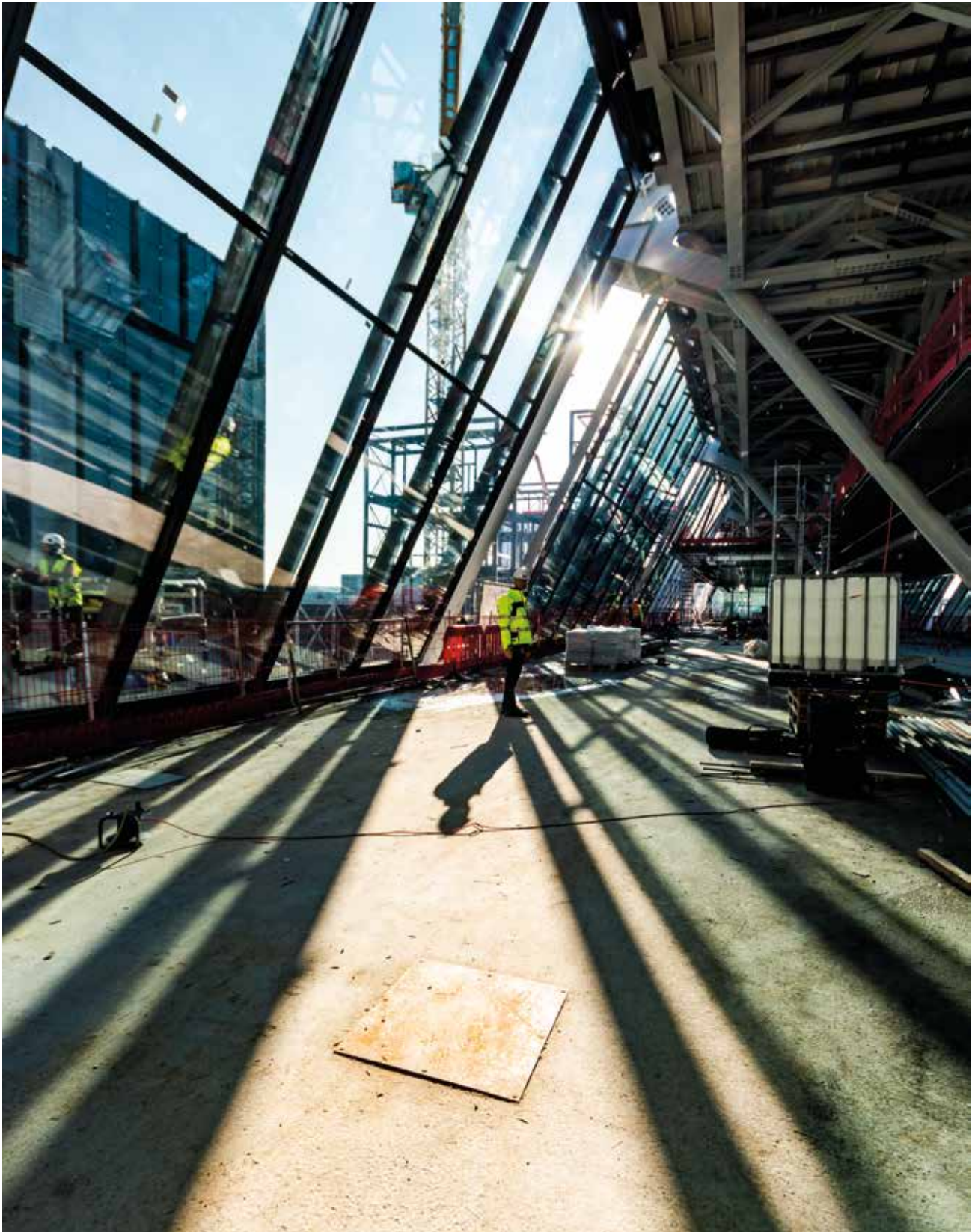
and representatives of the State of Geneva, in particular the cantonal Office of Inspection and Labour Relations (OCIRT). Genève Aéroport considers it essential to promote social dialogue and to connect the social actors present at the airport. The work will continue in 2019 on the

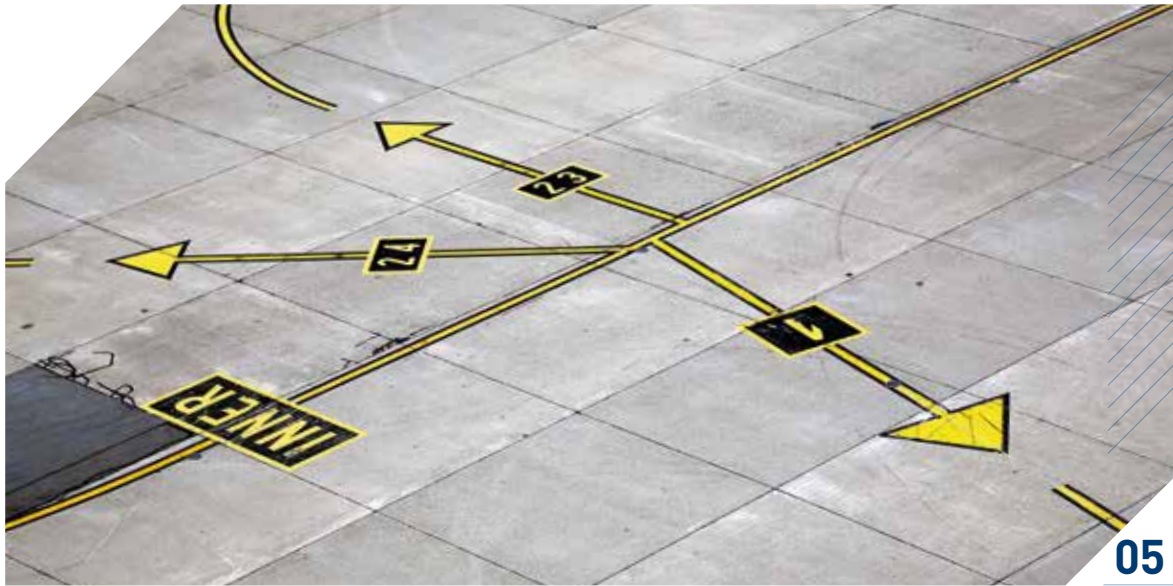
basis of the first discussions which took place on 4 December 2018.

Principle of a fraud deferral system

Approved during the course of the year, the principle of a fraud deferral system – via a secured and any-

mis platform – is expected to be deployed during 2019. The aim will be to simplify the reporting of actual or supposed malfunctions while preserving anonymity, in order to facilitate the identification and quick resolution of possible fraudulent or inappropriate behaviour.





05

OPTIMISING RISK MANAGEMENT BY AUTOMATING PROCESSES

Used successfully for the third consecutive year, the risk management methodology is well established. The process takes place in four distinct stages: identification, evaluation, treatment and monitoring of all risks. Major risks fall under the responsibility of the General Management and are directly reported to the Board of Directors and the State of Geneva while the remainder of the portfolio is managed at the branch level. In 2018, 18 major risks were identified, out of 105 business risks.

Awareness and implementation of a risk management tool

In 2018, the risk management process was delegated to the various operational units. Each Management of Genève Aéroport has designated a risk adviser who is responsible for updating the elements of his portfolio. The objective is to improve the awareness within the units and to develop a cross-cutting risk culture for all employees of Genève Aéroport.

The acquisition of dedicated software at the end of the year will encourage the management of all risks by automating the process from next year on, centralising the information

and assigning roles to the various stakeholders who use it: risk advisers, risk managers, control managers and action plan managers. The value chain is enhanced and risk management optimised.

The business risk management pro-

cess is supported by the internal control system, which contributes to the achievement of the five strategic objectives of Genève Aéroport. It is a set of methods, measures and controls that are the basis of the processes and activities necessary to achieve the objectives.



06

DEVELOPING A PROACTIVE MANAGEMENT OF REAL ESTATE ASSETS

Since February 2018, the new Real Estate Management Service (CGI) organisation is in place. This reorganisation follows three main objectives: to strengthen the role of the CGI to serve as a support for the different entities of the platform (in particular the infrastructure management), to have a comprehensive vision and an exhaustive control of the real estate management, and to promote the whole of the real estate by optimising profitability.

These objectives allowed to build the unit in three directions: accounting (reporting, operating accounts, benchmark and ancillary costs), support for projects (developments, extensions, work, interviews and geomatics) and the management of contracts (surface rights, PPE, external rentals).

The restructuring has strengthened the cross-sector approach of the service which now deploys its expertise in renovation and projects processes.

A systematic approach to real estate management

To achieve these objectives, the missions and functions of each employee of the service have been redesigned. Management tools and analysis of the operating accounts – developed with the competition of management control and accounting – are under development.

The setting up of an ancillary costs management of the rental properties is being prepared. These are costs inherent to the operation, accessibility and proper functioning of rented areas (elevators, maintenance

of common areas, lighting of corridors, etc.), depending on tenants and dealers.

A real estate report based on discounted cash flows will make it possible to project itself in the investments taking into account the available incomes, thus providing greater visibility on the possibilities of return on investment with profitability of objects, in particular.

All these actions will contribute to improving the efficiency of the management of real estate assets, precisely measuring the overall value of the assets and supporting the adaptation projects of the airport infrastructure.

Genève Aéroport is:



+ than 300
rental leases



25
surface rights



+ than 50
buildings under management



4
co-ownerships



26
millions of Swiss Francs
of rental income per year
(including acreage annuities)



LOÏC SERENO-RÉGIS
**PROFESSIONAL
FIREFIGHTER**

“

Being able to be asked at any time
to serve the people who need it is a
vocation more than a job.

”



07

ALWAYS MOVING TOWARDS A MORE QUALITATIVE SERVICE

Maintaining and developing a quality service is a crucial issue both for passengers (customer satisfaction) and for airlines (economic sustainability). The opening of routes – such as Addis Ababa by Ethiopian Airlines this year – is based on close contacts between Genève Aéroport and the companies.

The notoriety and reputation which airline companies have with regards to Genève Aéroport are undeniable assets in the negotiation phases. The use of passenger flow data enables a better understanding of the users'

needs and to approach the airlines with serious feasibility studies, in the process of opening new long-haul lines.

In addition to the strengthening of the already well-established European service, Genève Aéroport wants to develop the supply of long-hauls to meet the needs of the international community of Geneva, the economic fabric of the region and the whole population, particularly in the direction of Asia, where the major markets of the future and the centres of economic growth are located.

A growth in the maturity phase

With 17,667,035 passengers transported in 2018, the growth is 2% less in comparison to 2017. A sharp slowdown compared to previous years, yielding a phase of maturity. The average number of passengers per flight is increasing (123 in 2018 versus 118 in 2017).

The number of aircraft movements significantly decreased (-1.9%), at 187,162.

A situation which is explained in particular by a better refilling rate of

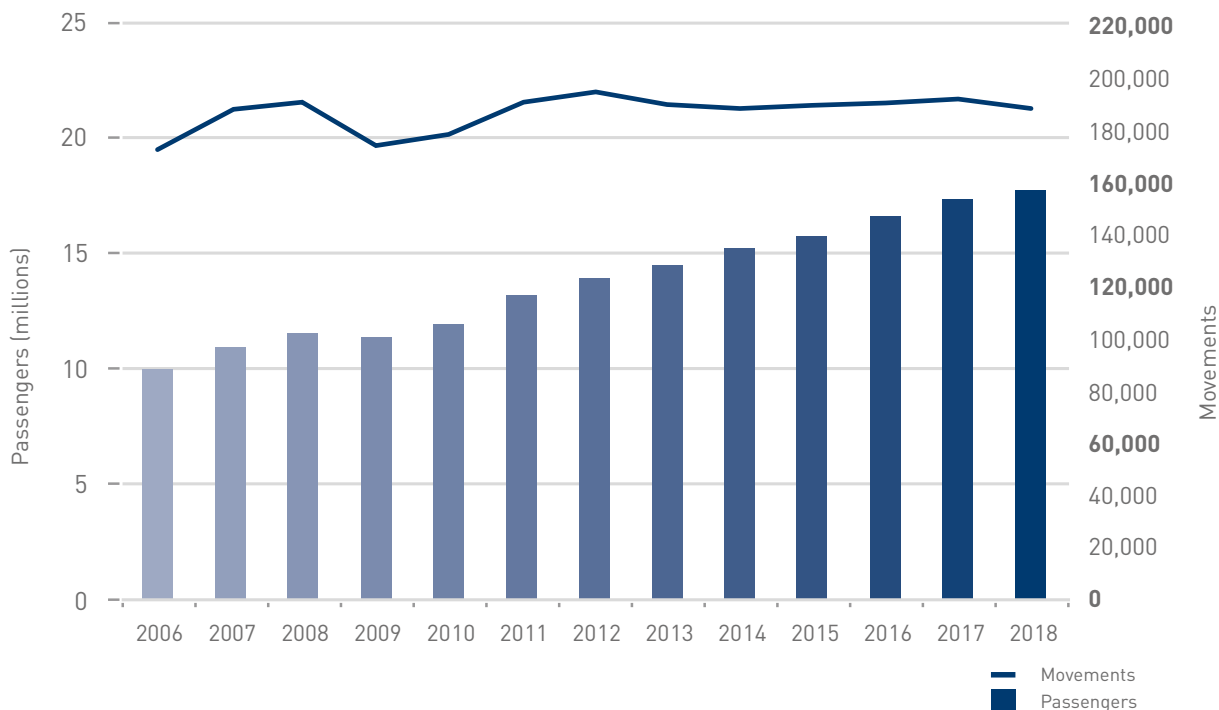
1.OVERALL TRAFFIC RESULT

Passengers	2018	2017	Variation	Movements	2018	2017	Variation
Scheduled traffic*	17,478,774	17,144,247	+2.0%	Passengers scheduled traffic	142,315	145,058	-1.9%
Charter traffic *	106,165	119,635	-11.3%	Passengers charter traffic	829	945	-12.3%
Other commercial traffic	60,741	54,745	+11.0%	Other commercial traffic	27,489	27,256	+0.9%
Total non-commercial traffic	31,355	33,181	-5.5%	Total non-commercial traffic	16,529	17,519	-5.7%
Total overall traffic	17,677,035	17,351,806	+1.9%	Total overall traffic	187,162	190,778	-1.9%

*scheduled traffic and passenger charter

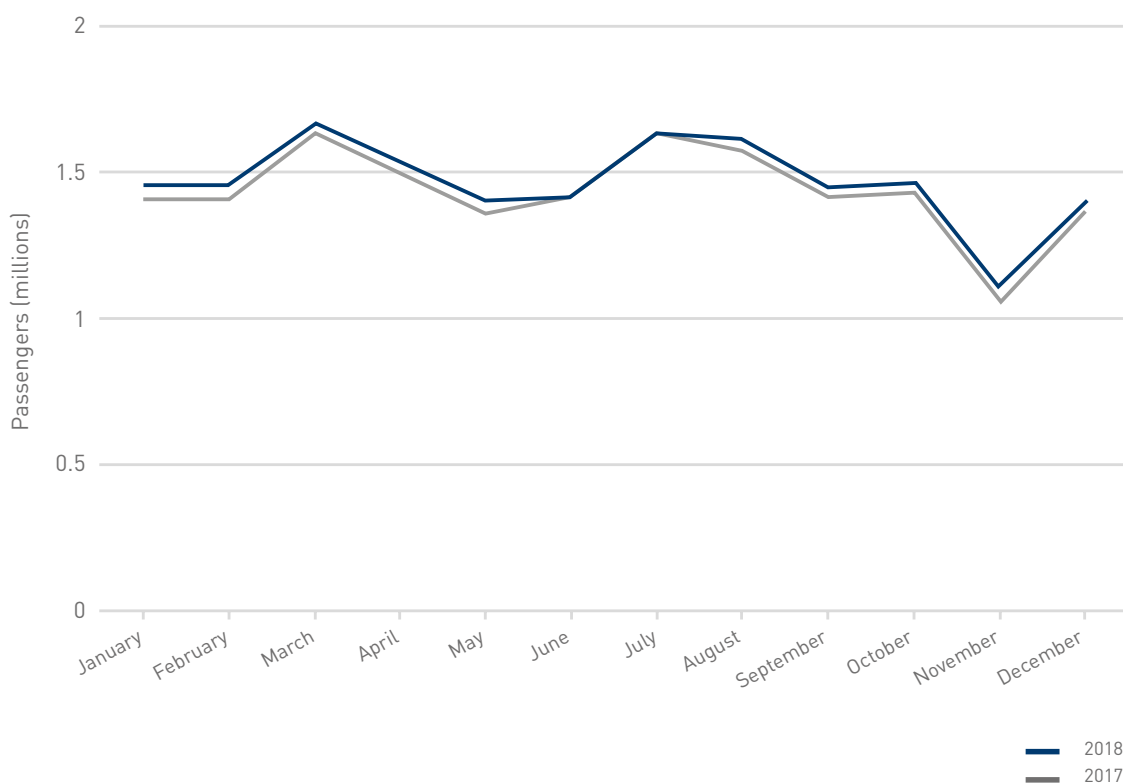
2. EVOLUTION OF THE NUMBER OF PASSENGERS AND MOVEMENTS

All types of traffic



3. EVOLUTION OF THE NUMBER OF PASSENGERS PER MONTH

All types of traffic



4. SCHEDULED TRAFFIC BY REGION AND COUNTRY

Destinations	Passengers	Variation
AFRICA	400,355	+12.2%
Algeria	44,066	+1.9%
Algiers (ALG)	44,066	+1.9%
Egypt	57,839	+24.5%
Cairo (CAI)	40,977	+11.9%
Hurghada (HRG)	16,862	+70.9%
Ethiopia	12,740	--
Addis Ababa* (ADD)	12,740	--
Mauritius	8596	+177.0%
Mauritius (MRU)	8596	+177.0%
Morocco	193,982	+2.3%
Casablanca (CMN)	78,480	-5.0%
Marrakesh (RAK)	115,502	+8.0%
Tunisia	83,132	+11.7%
Djerba (DJE)	14,699	-7.1%
Tunis (TUN)	68,433	+16.8%
AMERICAS	455,479	+8.0%
Canada	140,555	+8.9%
Toronto (YYZ)	140,555	+8.9%
United States	314,924	+7.5%
Newark (EWR)	102,922	+20.2%
New York (JFK)	121,525	+5.0%
Washington, DC (IAD)	90,477	-1.1%
ASIA & MIDDLE EAST	922,716	+4.9%
Azerbaijan	878	--
Baku (GYD)*	878	--
China	50,052	+0.5%
Beijing (PEK)	50,052	+0.5%
Israel	140,774	+1.3%
Tel Aviv (TLV)	140,774	+1.3%
Jordan	16,611	+26.9%
Amman (AMM)	16,611	+26.9%
Kuwait	17,006	+5.9%
Kuwait (KWI)	17,006	+5.9%
Lebanon	72,385	+13.2%
Beirut (BEY)	72,385	+13.2%
Qatar	106,175	-7.9%
Doha (DOH)	106,175	-7.9%
Saudi Arabia	73,455	+18.3%
Jeddah (JED)	39,140	+18.7%
Riyadh (RUH)	34,315	+17.9%
United Arab Emirates	445,380	+6.0%
Abu Dhabi (AUH)	106,863	-1.6%
Dubai (DXB)	338,517	+8.6%
EUROPE	15,700,224	+1.7%
Germany	1,050,492	-7.0%
Berlin (SXF)	193,137	+2.5%
Dusseldorf (DUS)	79,309	-53.6%
Frankfurt (FRA)	416,840	+1.4%
Hamburg (HAM)	65,294	-7.0%
Munich (MUC)	295,912	+2.5%
Austria	291,549	+6.8%
Vienna (VIE)	291,549	+6.8%
Belgium	606,323	+3.0%
Brussels (BRU)	606,323	+3.0%
Belarus	13,171	+23.5%
Minsk (MSQ)	13,171	+23.5%
Bulgaria	32,743	+5.5%
Sofia (SOF)	32,743	+5.5%
Cyprus	5,410	--
Larnaca* (LCA)	5,410	--
Croatia	79,649	+10.8%
Dubrovnik (DBV)	18,456	+3.0%
Pula* (PUY)	2,087	--
Split (SPU)	59,106	+9.5%
Denmark	208,311	-6.9%

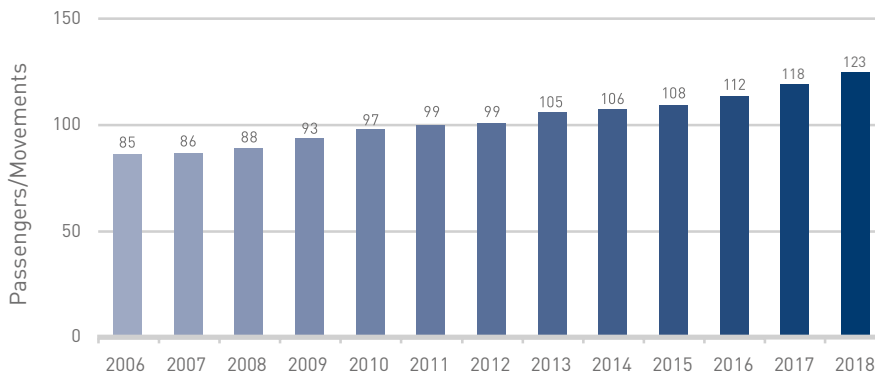
Destinations	Passengers	Variation
Copenhagen (CPH)	208,311	-6.9%
Spain	1,967,948	+3.8%
Alicante (ALC)	108,698	+0.4%
Barcelona (BCN)	636,487	+0.7%
Bilbao (BIO)	20,435	+0.9%
Fuerteventura (FUE)	11,552	-11.2%
Gran Canaria (LPA)	15,956	+84.2%
Ibiza (IBZ)	43,441	-17.7%
Madrid (MAD)	568,027	+10.4%
Mahon (MAH)	10,978	+21.1%
Malaga (AGP)	169,616	+3.6%
Oviedo (OVD)	5,111	-4.0%
Palma (PMI)	183,829	+3.7%
Saint-Jacques de-Compostela (SCQ)	97,042	+3.5%
Seville (SVQ)	41,684	-2.8%
Tenerife (TFS)	28,470	-0.2%
Valencia (VLC)	26,622	+2.0%
Finland	85,434	+27.5%
Helsinki (HEL)	85,045	+27.0%
Kittilä* (KTT)	389	--
France	2,188,152	+0.5%
Ajaccio (AJA)	45,240	-4.0%
Bastia (BIA)	33,472	-0.9%
Biarriz (BIQ)	15,075	-6.3%
Bordeaux (BOD)	207,951	+1.4%
Brest (BES)	332	-81.4%
Caen* (CFR)	1,302	--
Calvi (CLY)	7,801	+16.4%
Figari (FSC)	25,604	+19.6%
La Rochelle (LRH)	9,035	+5.4%
Lille (LIL)	68,157	+5.7%
Marseille (MRS)	1,377	-91.1%
Nantes (NTE)	197,521	-0.6%
Nice (NCE)	388,398	+0.4%
Paris (CDG)	721,377	-3.0%
Paris (ORY)	331,070	+1.7%
Rennes* (RNS)	7,663	--
Toulon* (TLN)	3,776	--
Toulouse (TLS)	123,001	+20.0%
Greece	326,889	+4.7%
Athens (ATH)	212,428	+0.7%
Corfu (CFU)	6,914	+14.4%
Heraklion (HER)	55,471	+3.2%
Kalamata* (KLX)	1,937	--
Mykonos (JMK)	23,988	+7.9%
Santorini (JTR)	15,980	+9.6%
Thessaloniki (SKG)	5,887	+121.5%
Zante (ZTH)	4,284	+111.7%
Hungary	112,496	-0.9%
Budapest (BUD)	112,496	-0.9%
Ireland	146,931	-2.2%
Dublin (DUB)	146,931	-2.2%
Iceland	50,940	+15.1%
Reykjavik (KEF)	50,940	+15.1%
Italy	909,334	+0.9%
Alghero (AHO)	6,193	+7.3%
Brindisi (BDS)	89,426	+11.1%
Cagliari (CAG)	39,244	-4.2%
Catania (CTA)	102,096	+0.0%
Florence (FLR)	13,046	-21.1%
Milan (LIN)*	13,200	--
Naples (NAP)	95,137	+1.4%
Olbia (OLB)	66,587	-8.1%
Palermo (PMO)	29,247	+9.4%
Pisa (PSA)	22,618	-17.3%
Rome (FCO)	341,148	-2.2%
Venice (VCE)	91,392	+5.6%
Kosovo	129,291	+1.5%
Pristina (PRN)	129,291	+1.5%
Latvia	27,647	+74.7%

Destinations	Passengers	Variation
Riga (RIX)	27,647	+74.7%
Luxembourg	55,243	+3.7%
Luxembourg (LUX)	55,243	+3.7%
Malta	26,267	+19.7%
Malta (MLA)	26,267	+19.7%
Moldova	11,752	1410.5%
Chisinau (KIV)	11,752	1410.5%
Montenegro	6,259	+96.2%
Tivat (TIV)	6,259	+96.2%
Norway	56,359	+20.8%
Oslo (OSL)	56,359	+20.8%
Netherlands	686,029	+0.3%
Amsterdam (AMS)	679,826	+0.3%
Rotterdam (RTM)	6,203	-1.5%
Poland	146,554	+24.0%
Krakow (KRK)	38,358	+16.4%
Warsaw (WAW)	108,196	+26.9%
Portugal	1,354,816	+0.8%
Faro (FAO)	63,834	+5.0%
Funchal (FNC)	5,351	+105.3%
Lisbon (LIS)	609,142	-0.7%
Porto (OPO)	676,489	+1.3%
Czech Republic	55,997	-7.1%
Prague (PRG)	55,997	-7.1%
Romania	46,724	+22.7%
Bucharest (OTP)	46,724	+22.7%
United Kingdom	3,572,390	+1.0%
Aberdeen (ABZ)	7,836	+21.1%
Belfast (BFS)	20,873	+5.4%
Birmingham (BHX)	111,925	+39.4%
Bournemouth (BOH)	28,314	-15.7%
Bristol (BRS)	213,841	-4.8%
Cardiff (CWL)	3,178	-15.0%
East Midlands (EMA)	10,798	-37.4%
Edinburgh (EDI)	182,817	-2.5%
Exeter (EXT)	2,274	-44.4%
Glasgow (GLA)	14,838	-27.7%
Isle of Man (IOM)	2,172	+13.7%
Jersey (JER)	2,238	-3.9%
Leeds (LBA)	32,291	-17.5%
Liverpool (LPL)	124,398	+2.2%
London (LCY)	195,503	+0.5%
London (LGW)	791,755	-3.0%
London (LHR)	1,048,326	+0.4%
London (LTN)	314,572	+7.9%
London (STN)	88,358	+33.7%
Manchester (MAN)	271,382	+0.3%
Newcastle (NCL)	53,868	+4.5%
Southampton (SOU)	19,561	+138.8%
Southend (SEN)	31,272	-2.6%
Russia	254,670	-0.7%
Moscow (DME)	60,832	-10.7%
Moscow (SVO)	187,663	+2.6%
Saint Petersburg (LED)	6,175	+13.7%
Serbia	45,375	-0.9%
Belgrade (BEG)	45,375	-0.9%
Slovenia	2,511	-
Ljubljana* (LJU)	2,511	-
Sweden	110,084	-8.1%
Gothenburg (GOT)	2,750	-26.3%
Stockholm (ARN)	107,334	-7.6%
Switzerland	628,106	+5.1%
Zurich (ZRH)	628,106	+5.1%
Turkey	347,515	+10.3%
Antalya (AYT)	6,529	-5.4%
Istanbul (IST)	277,445	+11.0%
Istanbul (SAW)	63,541	+9.0%
Ukraine	60,863	-2.7%
Kiev (KBP)	60,863	-2.7%

* New destination

5. EVOLUTION OF THE NUMBER OF PASSENGERS BY MOVEMENT

Scheduled and charter, passengers only



planes (+90 % for easyJet) as well as a greater capacity of the new aircraft operated by the airlines.

This trend is expected to continue in the coming months given that the main companies operating on the platform are renewing their fleets. More fuel-efficient, less noisy and more comfortable, these aircrafts – Bombardier CSeries* and Airbus 320neo in particular – contribute to the reduction of disturbances. The 787 of Ethiopian Airlines and Etihad Airways, from the most modern generation, are much more environmental-

ly friendly, as are the A350s operated by Qatar Airways.

Aircraft movements of the least noisy classes (5 and 4 respectively) account for 89 % of scheduled and charter traffic, similar to 2017. But the number of movements of the least noisy class increases considerably, from 10 % in 2017 to almost 14 % in 2018.

Privileged access to sub-Saharan Africa

Since 5 June, the Ethiopian Airlines long-haul flight has been flying to Addis Ababa Airport three times a week.

The arrival of this company in Geneva Airport has opened the doors to sub-Saharan Africa. Capital of Ethiopia, Addis Ababa is a strategic platform which connects to around fifty destinations on the African continent.

This opening was very well received by the Ethiopian population resident in Switzerland (more than 4000 people), as well as by the international community of Geneva and the African diplomacy. Addis Ababa is indeed one of the two UN hotspots in Africa – which can deploy its activities across the African continent – as well as the headquarters of the African Union and the Economic Commission for Africa (UNECA).

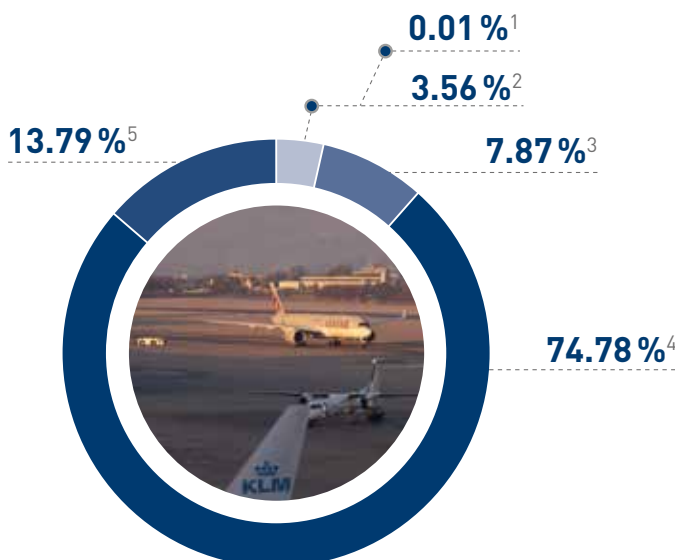
A launching ceremony was organised on 8 June in a first-class Geneva hotel which welcomed some 250 personalities, including ambassadors, Geneva State councillors, the CEO of Ethiopian Airlines (Tewolde Gebremariam) as well as Dr. Tedros Adhanom Ghebreyesus, General Director of WHO, who is Ethiopian.

A service rich in new offers

2018 saw some 123 destinations operated by 50 airlines during the summer season and 113 destinations during the winter, shared among 52 airlines. Travellers enjoyed being able to go

6. DISTRIBUTION BY CLASS OF NOISE

Scheduled and charter, passengers only



Levels of noise*

Rotations

1	21
2	5,093
3	11,259
4	107,037
5	19,734

* 1 being the loudest, 5 the least noisy.

*Renamed Airbus A220 in July 2018 following the acquisition of Airbus' share of a majority stake of 50.01% in the CSeries programme in 2017.

to Kalamata (Greece), Pula (Croatia) and Toulon/Hyères (France). These three new destinations strengthened the already rich European network leaving from Geneva Airport. Birmingham (England), Larnaca (Cyprus) and Chisinau (Moldova) completed the summer line up.

Winter offers included Kilillä (Finnish Lapland), Baku (Azerbaijan), Milan (Italy), Rennes and Brest (France). These are destinations welcomed by travellers departing from Geneva, as well as Madrid (Spain), Helsinki (Finland) and Düsseldorf (Germany), all of which saw a significant increase.

Consolidating the most popular markets and cities

The opening of the Geneva/Addis Ababa line by Ethiopian Airlines leads to an increase of more than 10% in the African market, reinforced by Air Mauritius with its seasonal flights. North America (US and Canada) is on the rise (+8%), with renewed passenger interest at the end of the year. The Asia and the Middle East market is also on the rise thanks to the Gulf companies – Emirates in particular – which transport travellers to their major hubs. Europe has slightly increased (+1.7%) and represents the vast majority of scheduled traffic (88.8% of total traffic). In general, traffic growth is therefore steadier than in previous years.

There are no big changes regarding the ranking of the most popular cities: London, Paris and Amsterdam continue to be the most popular, followed by Porto and Barcelona.

7. CARGO AND POSTAL TRAFFIC RESULTS

Freight	2018	2017	Variation
Scheduled traffic	52,896	49,025	+7.9%
Charter traffic	12,223	11,665	+4.9%
Aircraft air freight	65,130	60,690	+7.3%
Trucked air freight	25,417	24,093	+5.5%
Total air freight	90,547	84,783	+6.8%
Postal freight	4,723	4,187	+12.8%
Total air freight and post	5,270	88,971	+7.1%

8. SCHEDULED TRAFFIC PER AIRLINE

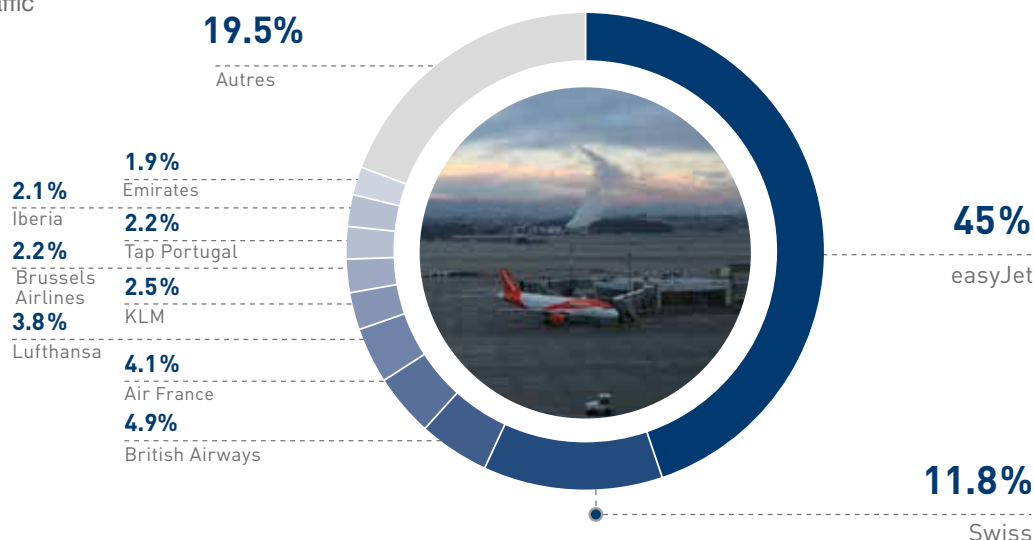
Compagnies	Passengers	Variation
Adria Airways*	2,511	--
Aegean Airlines	115,110	+0.1%
Aer Lingus	101,288	-0.3%
Aeroflot	187,663	+2.6%
Air Algerie	44,066	+1.9%
Air Baltic	27,647	+74.7%
Air Canada	140,555	+8.9%
Air China	50,052	+0.5%
Air France	724,649	-2.5%
Air Malta	8,259	+65.4%
Air Mauritius	8,596	+177.0%
Air Moldova	11,752	+1410.5%
Alitalia	158,809	+8.5%
Austrian	207,733	+9.7%
Azal Azerbaijan Airlines*	878	--
Belavia	13,171	+23.5%
British Airways	863,280	+4.0%
Brussels Airlines	388,754	+5.7%
Cobalt Air*	5,410	--
easyJet	7,869,230	+2.1%
Egyptair	40,977	+11.9%
El Al	51,433	+6.8%
Emirates	338,517	+8.6%
Ethiopian Airlines*	12,740	--
Etihad Airways	106,863	-1.6%
Eurowings	79,309	-34.9%
Finnair	85,045	+27.0%
Flybe	18,928	-5.9%
Germania Flug	14,070	-13.1%

Hop	4,653	+54.0%
Iberia	374,464	+10.6%
Icelandair	29,827	+27.4%
Jet 2	113,207	+8.8%
Klm	436,365	-1.1%
Kuwait Airways	17,006	+5.9%
Lot Polish Airlines	99,054	+16.2%
Lufthansa	660,488	+12.3%
Luxair	55,243	+3.7%
Middle East Airlines	72,385	+13.2%
Norwegian	52,779	+15.7%
Pegasus	70,070	+8.2%
Qatar Airways	106,175	-7.9%
Rossiya	2,849	+3.5%
Royal Air Maroc	78,480	-5.0%
Royal Jordanian	16,611	+26.9%
Sas Scandinavian Airlines	149,206	-10.9%
Saudia	73,455	+18.3%
Swiss	2,062,148	-0.9%
Tap Portugal	387,141	+1.2%
Thomas Cook	10,381	+35.8%
Transavia Airlines	6,203	-1.5%
Tunisair	83,132	+11.7%
Turkish Airlines	277,445	+11.0%
Ukraine International	60,863	-2.7%
United Airlines	193,399	+9.2%
Vueling	228,983	+6.5%
Wizz Air	79,467	+15.0%
Total	17,478,774	

*New airline

9. MARKET SHARES BY AIRLINE

Scheduled traffic



Zurich overtakes Lisbon (6th and 7th positions respectively). Istanbul and Dubai also reverse their positions (13th and 14th). Copenhagen leaves the top 20 most popular destinations leaving room for Bristol (which loses a place). New York re-entered the ranking in 19th place.

Market share stability by airline and alliance

EasyJet stabilizes its market share leader position (45%), followed by SWISS (11.8%). Then come British Airways (4.9%), Air France (4.1%), Lufthansa (3.8%) and KLM (2.5%). Brussels Airlines (2.2%) overtakes TAP Portugal (2.2% as well but with a difference of 1500 passengers). Iberia (2.1%) and Emirates (1.9%) close this top 10 of division of market shares. The Star

Alliance network remains the most important in terms of market share (27%, identical to 2017), followed by Sky Team which loses 1% this year, to place itself at 10% and Oneworld at 8%.

Freight confirms its dynamism

Freight continues its positive trend with an increase of 7% in 2018, a volume of 95,270 tonnes. The arrival of Ethiopian Airlines in early June contributes to this increase which is expected to continue over the next few months.

Three factors influence this increase: an enlarged catchment area (which will be strengthened with the development of new long-haul lines), a favourable economic environment that tends towards consolidation, as well as

the expansion of e-commerce which affects the activity of integrators (DHL, TNT-Fedex and UPS).

Genève Aéroport continues to be attentive to the needs of its economic fabric, both through export and import. Anticipating requests requires adapting the infrastructure and proposing suitable solutions to best manage the increase in freight volume.

At the end of November, the establishment of the Precious Metals Control Service (Swiss Customs-dependent organisation) enabled Genève Aéroport to become the benchmark for this type of product. An additional skill in an area where the watchmaking activity and the exchange of precious metals are strong.

10. TOP 20 DESTINATIONS BY CITY

Trafic de ligne

Villes	Passagers	Variation	Villes	Passagers	Variation
1. London	2,469,786	+1.0%	11. Nice	388,398	+0.4%
2. Paris	1,052,447	-1.6%	12. Rome	341,148	-2.2%
3. Amsterdam	679,826	+0.3%	13. Istanbul	340,986	+10.6%
4. Porto	676,489	+1.3%	14. Dubai	338,517	+8.6%
5. Barcelona	636,487	+0.7%	15. Munich	295,912	+2.5%
6. Zurich	628,106	+5.1%	16. Vienna	291,549	+6.8%
7. Lisbon	609,142	-0.7%	17. Manchester	271,382	+0.3%
8. Brussels	606,323	+3.0%	18. Moscow	248,495	-1.0%
9. Madrid	568,027	+10.4%	19. New York	224,447	+11.5%
10. Frankfurt	416,840	+1.4%	20. Bristol	213,841	-4.8%

11. DISTRIBUTION BY ALLIANCE IN 2018

Scheduled traffic

27%

Star Alliance

10%

Sky Team

8%

Oneworld

55%

Outside alliance



Beyond the airline members of the three main alliances, Genève Aéroport hosts several other non-alliance companies, which represent a total of 55% of the traffic.

12%
Other

1%
Ethiad Airways

1%
Jet 2

2%
Vueling

3%
Emirates

81%

easyJet





08

AN ENRICHED OFFER AT THE POINTS OF SALE

One of the biggest changes in the commercial offer was the introduction of the T1 Boosted (see pp.30-31) with a reorganisation of commercial surfaces by incorporating new concepts and new products. The expansion of the Duty Free shop has led to the addition of new brands of cosmetics and promotion of gourmet local products, instilling a made in Switzerland ambiance within this space.

Amenities for passenger comfort

Departing passengers can enjoy a revamped space with seats and outlets to recharge their electronic devices. Located just before the security checkpoints, this space is highly appreciated by passengers.

Several shops have been revamped to integrate the latest concepts of the major brands, like Sprüngli, Hermès, Rolex and major Swiss watch brands. The offer from Hour Passion and Air Watch Center shops reflect the importance of the watchmaking industry in the Geneva region, and more widely in Switzerland.

In December, the opening of a "nous" concept store comple-

mented the selection by offering products for a younger clientele: exclusive products of streetwear, technological equipment and goodies in limited series.

Located in the middle of the commercial area, the central square has been renovated, including the addition of the latest-generation advertising screens. Since December, "The Swiss Corner" has offered local products typical of Switzerland (pop-up shop open until next April).

A qualitative food experience, an airport in celebration

From April to October, Genève Aéroport conducted a Mystery shopping survey in order to measure the quality of the food court. A satisfaction rate of 90% was measured throughout the majority of mystery shoppers. This excellent result will allow Genève Aéroport to issue certificates of quality of service of those restaurants which have obtained the best grades.

To celebrate all these improvements made for passengers, from 7 to 21 December, Genève Aéroport organised the commercial operation

"Airport in celebration" with entertainment, prizes and vouchers which could be won by the participants.





CONTINUED IMPROVEMENTS FOR PASSENGER SATISFACTION

2018 saw beautiful projects put in place for passengers, like the T1 Boosted (see pp.30-31) or the transformation of commercial areas (see p.27). The traveller satisfaction rate is excellent: 90% of 2.8 million votes recorded through the smiley box, supplementing the 467,000 waiting time measurements. Many improvements have been made to continue to provide users with the best quality of service.

Separation of desks

Initiated during the development of the area dedicated to the T1 Boosted, this project led to the splitting of single desks into two types of desk: information and transfer desks. The creation of five new transfer counters offers airlines a better management of passengers, the latter no longer systematically leaving the waiting room and going back through security in order to take a new flight during significant delays or cancellations.

Play area renovation

The completely renovated play area located at gate A8 is open for travel-

lers between 3 and 12 years old, under the supervision of the adults travelling with them. The success of this space has led Genève Aéroport to think about installing similar spaces in other sites on the platform. From 8 a.m. to 8 p.m., entertainers are present in the children's area (on the mezzanine) to welcome families with young passengers (up to 5 years old).

Transformation of satellite 30

Following the same principle as the transformation of satellite 40, satellite 30 has been modernised: new desks and pre-boarding zones, the creation of a business corner and connection totems to recharge electronic equipment, the creation of a family/children relaxation space. This new concept of a living area opened the discussion on changing all the seats in the airport in a near future (tender in the course of 2019).

Modernisation of toilets

The toilets in front of the Montreux Jazz Café (in the arrival section) have been completely renovated. Greater

overall capacity, an area dedicated to families, shelves, a shower for travellers wishing to cool off and an automatic door for people with reduced mobility are the main improvements.

Tag & Fly printing terminals

Since June 2018, the Tag & Fly terminals have made it possible to speed up the baggage drop off process, via individual labelling by the passenger. A self-service solution that participates in the Genève Aéroport's vision of processes facilitating baggage drop-off before the security check.

Quality monitoring

The Airport Service Quality (ASQ) is a survey which examines more than 350 international airports according to shared criteria. It is carried out throughout the year via the distribution of more than 4,000 questionnaires to passengers. Its objective is clear: to get a better knowledge of platform users, highlight strong points and identify points to improve on in order to provide a service and increase satisfaction.



ALEXANDRE FRAUENKNECHT
**AIR TRAFFIC
CONTROLLER**

“

Having to react quickly to manage the unexpected events and coordinate with the stakeholders leads to a burst of adrenaline that makes me love this job.

”



10

TECHNOLOGY AND SECURITY DEDICATED TO TRAVELLERS

Since 1 July 2018, two new security lines have been active at the heart of the so-called T1 Boosted. Initiated in 2016, this project aims to improve the efficiency of the control processes (increased security and improved fluidity) in relation to the increase in the number of passengers.

Genève Aéroport was one of the first to use security equipment with a specific technology for the checking of carry-on baggage (EDSC CB C3). This equipment was certified by CEAC (the European organisation competent in the field) in January 2018, only a few months before the introduction of these new security lines within the airport platform.

A technology enhancing the level of security

A first novelty comes from the fact that this machine performs a pre-analysis of the objects and materials contained in carry-on baggage. This pre-analysis allows visual marking of materials that may be dangerous or prohibited. It is a support for the complementary and proactive decision for the security operator responsible for the fluoroscopic analysis.

The other innovation is the presence of a rotary X-ray generator that scans the baggage around 360° to display a three-dimensional image to the operator. The latter can then analyse the image from several angles and virtually remove certain objects, such

as laptops, to analyse them more in depth.

The operators responsible for baggage control carry out X-ray analyses at a distance, in a place more conducive to this activity and which allows to envisage, for the future, a pooling of competences of the operators on several machines (enhanced analysis by a team of several agents).

A transition to quicker and simpler security screening

These technological advantages are part of the simplification of the security screening for passengers. The latter no longer need to remove the liquids and electronic devices from their baggage.





This extra comfort is highly appreciated, especially for families, groups and people with multiple computers, tablets and other appliances, since one simply puts one's carry-on baggage in the tray.

The opening of the lines creates a better fluidity of the passengers at the checkpoint: less time to go through security, thus less time in the queue (getting through about twice as fast). And in order not to spoil anything, the modernity of this security checkpoint is acclaimed by the passengers, who assess how much the technology deployed improves their experience.

A redesigned commercial offer for passengers

With the installation of the T1 Boosted at the location of commercial areas, it was necessary to rethink and redistribute differently the supply of products in the land-side¹ shops. The food court added an offer of vegan and organic products under the brand "Greens", and the kiosk hosted a selection of books to compensate for the closure of the Payot bookstore. The airside² Duty Free boutique has been fully refurbished and enlarged by 200m² to offer a wider range of products.

¹Before security check / ²After security check



THE AIRPORT DIGITALISED

Digital transformation is crucial for the airport platform. It facilitates many projects at the crossroads of operational efficiency and the idea of passenger service. It is being implemented in three types of activity: the operational use of the airport platform (cost optimisation, process improvement, return on investment), innovation (short-term digital transformation, innovation prospects in the long term) and cybersecurity (information systems security). The projects carried out in 2018 are designed to create a coherent ecosystem for both passengers and airport platform teams.

A website designed as a platform of web services

The airport's new website went online in February 2019. It shows the work of analysing user needs, of researching technological solutions and of coordinating the IT, marketing and communication teams of Genève Aéroport. This interface is intended to be a portal in the field of travel and a reference platform for the future development of web solutions for users: e-services for travellers, shuttle management, taxis and limousines (NaTaLi), inspiration to travel (Evasion), etc.

New screen at the boarding gates

Installed in the second half of 2018, an additional screen at each gate allows passengers to be provided with information about their flights. It reinforces the voice announcements during the different stages of boarding, but also in case of a flight delay, traveller call, etc. This installation opens up prospects for the exchange of more specific information for the future, e.g. by sending it directly to the passengers' mobile phones.

A more seamless journey through security

New security equipment installed at T1 Boosted in summer 2018 allowed for a major technological advancement. This security equipment, which allow for a remote and 360° inspection of the contents of the carry-on baggage, offer two main advantages: they facilitate passenger security and reduce the traveller's wait time (see pp.30-31).

Technological revolution for baggage handling

A new man-machine interface is now in production to drive all the baggage flows. This solution will also facilitate the project of the new baggage

handling system (Baggage Logistic Centre - BLC), which must be operational by 2022 at the latest in order to manage approximately 5 million bags* that transit each year through the basements of the airport platform (see p.35).

Launch of the Airport Operating System (AOS) redesign project

AOS is a new version of the solution for centralised management of commercial and general aviation that ensures the daily operations of the Genève Aéroport platform. This system manages the flight plans, the various display screens as well as the resources of the airport platform, whether it is the allocation of check-in desks, planning of the aircraft car parks, boarding gates, etc. The "new Core AOS"* project was launched in 2018 and will extend onto 2020, the planned year of production.

Awareness of cybersecurity

The security of data and access to information systems is essential in the field of aeronautics. Genève Aéroport participated in the European exercise of resilience to cyberattacks "Preparing aviation to respond to cybercrises".

The Technology Department works on a daily basis on aspects of cybersecurity and regularly organises campaigns to raise awareness for IS security for the employees of Genève Aéroport.

A strong interest in traveller escape

On 28 January 2018, the 20th edition of the Envol exhibition took place, attracting some 20,000 people (+10% compared to 2017). This new format

appealed to visitors who were able to discover the entire air network, especially the new summer servicing from airlines such as Addis Ababa. This was the opportunity for Genève Aéroport to present its e-services (Priority Lane, car parks, lounge).

Digital Day, 2nd edition

The national day dedicated to digital and organised by digitalswitzer-

land took place on 25 October 2018 throughout Switzerland. On this occasion Genève Aéroport was at the Cornavin train station to discuss with the public the value digital brings to the airport. This year's theme, entitled "From wanting to escape to take off...", allowed three topics to be put into perspective: escape, accessibility and chatbot.



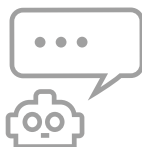
Escape

Behind this notion is a strong idea: to offer targeted user information in relation to travel desires. The objective is to help the future traveller to make the right choices according to subjective criteria (type of activity, climate, duration of flight...). Available on the website, this travel configuration interface guides the passenger in selecting travel destinations by benefiting from direct flights from Genève Aéroport.



Accessibility

Genève Aéroport is collaborating with the Swiss start-up routeRANK to offer passengers the best transport solution to get to the airport, according to criteria such as geo-localisation, transport costs, ecological footprint, etc. A proposal that takes into account all the data, since transport by car will indicate, for example, the parking cost and allow for booking a parking space.



The chatbot

With production started in 2018, the Genève Aéroport Chatbot uses Messenger – Facebook's instant messaging service – to disseminate information. If data reported today are focused on flight information (hours, boarding, baggage delivery), they may be much wider in the future, notably in linking different chatbots together depending on the traveller's journey.

FAVOURING OPEN INNOVATION

Two collaborations with HES took place in the form of EMBA modules during 2018. The first one took place during two weekends in April with employees from Genève Aéroport and students from HES-SO Geneva, within the platform itself. This managerial immersion module was designed to consider the future of trade in an airport environment. The approach revolved around the concept of design thinking, with passengers' interviews around prototypes designed to develop innovative solutions for passengers.

The second collaboration took place in June with the HES-SO Valais-Wallis – again within the airport – via a module which tackles the theme of *Game design* in tourism. The idea this time was to consider how a *serious game* can bring value to the passengers. A beautiful exchange between internal and external talents around innovation.

Note also the involvement of Genève Aéroport in the *hackathon* organised by IATA in September in Geneva, as well as during the week of *open Geneva* in October 2018 during which the airport involved innovation experts at conferences on creativity (one of the company's eight values).



12

A CHANGE OF RUNWAY IDENTIFICATION SKILLFULLY ORCHESTRATED

Like in all airport platforms, the runway at Genève Aéroport is defined by its magnetic orientation. Its change of name (from 05-23 to 04-22) on the night of 12 to 13 September 2018 responds to response to a shift of the magnetic north, it is also part of the regulations European Aviation Safety Agency (EASA). Genève Aéroport holds this certificate since 2016.

An exceptional mobilisation of the platform stakeholders

To achieve this change, Skyguide and Genève Aéroport have worked in close collaboration since March 2017 to define and harmonise all the actions needed to be carried out

and the information to be disseminated. A strong awareness of all the stakeholders involved, as well as an update of the technical and computer systems, was necessary to complete this project.

On the tarmac, the entire marking on the ground had to be changed during the night and the vertical panels adjoining the runway. A lot of work from the teams of electricians and painters to put in place a coherent identification from the opening of the runway in the morning of 13 September. The work was extended for the following two nights. Collateral effect: the installation of LED panels reinforces

signage visibility, which increases readability and therefore safety. The IT teams also carried out works to update the technical support, in close coordination with Skyguide.

To notify the pilots, Notice to Airmen (NOTAM) was published online one hour before the opening of the runway. Information was also disseminated during the night to all the platform operators, in order to ensure that the information transmitted was correct. All Genève Aéroport documentation has been adapted according to this new change. A coordinated work orchestrated successfully through everyone's collaboration.





13

STRONG INVESTMENTS TO MODERNISE THE AIRPORT

Throughout the airport platform, no less than 260 projects were carried out during 2018, representing an investment of 151.3 million francs. Six projects alone mobilise 70% of this sum, or about 100 million francs. The majority of projects relate to buildings (60%) and aims to continuously improve the quality of passenger reception.

Vengeron reservoir

Completed in December, the Vengeron reservoir (25.6 million francs) with its 9500m³ allows for the retention of the runoff waters and analyse all the waters recovered on the East perimeter (tarmac and traffic lanes) of the airport. During the winter, water containing de-icing products will be directed to the sewage treatment plant for processing, while "clean" water will be poured into the Vengeron creek.

East Wing (Building 2)

The first phase (Building 1) of construction of the future East Wing has given way to the superstructure work (Building 2), the shape of which is drawn up day after day. The frame of approximately 520 metres long by

20 metres wide is now visible. This large-scale project will accommodate passengers from big-port planes in the standard of a modern airport as of 2020.

Baggage Logistics Centre

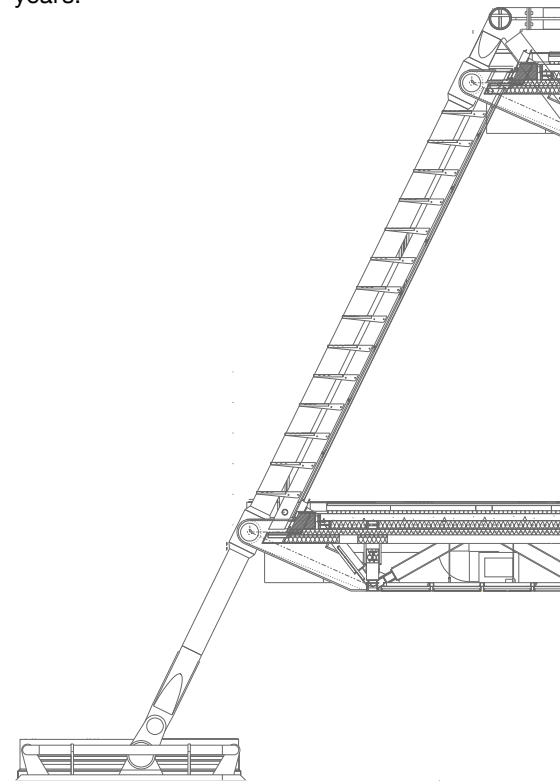
The Baggage Logistics Centre (BLC), the future replacement of the current Tri-baggage, will have to be operational in 2022 (for normative reasons). This project was this year, materialised by the deposit of the approval dossier for the plans as well as by the attribution of the works and the sorting system. The Vinci company will carry out the work (89 million francs), the tri-baggage system being entrusted to the Leonardo company (68 million euros).

GeniLac (ongoing study)

Supported by the Industrial Services of Geneva (SIG) in partnership with Genève Aéroport and supported by the Canton, the GeniLac project will allow, through the construction of new thermal power plants at the airport, to heat and cool the buildings thanks to a technology that combines water from the lake and heat pumps, and thus cuts out fossil fuels by 2025.

T1 Boosted

A real success, the T1 Boosted (cf. pp.30-31) is a first step towards the deployment of additional 3D security machines in the coming years.





AN OPTIMISED PROCESS FOR SNOW INTERVENTIONS

The harshness of the 2017-2018 winter season caused abundant snowfall on the platform, calling on units dedicated to the snow cleaning operations, as rarely done before. Operational impacts have led to the consideration of new working methods to improve processes and optimise the use of human and material resources available. These teachings have already

had a positive effect in interventions made in early winter 2018-2019 with the appearance of the first snow.

The rotation between day and night shifts is becoming more efficient and more seamless. Dividing the airport by sectors (runway and aircraft positions on the tarmac) gives a better visibility on the interventions to be carried out

as a priority, in order to facilitate the movement of planes on the platform. Every year now, these new procedures have been repeatedly tried out for about ten nights (between October and November 2018), as well as in a real-life situation during the day (mid-November) mobilising an armada of 13 snow ploughs going back and forth the 3.9km of runway for 20 minutes.

WELCOMING ASPIRING FIREFIGHTERS

The ceremony of the federal patents of professional firefighters of French-speaking Switzerland was held on 22 June 2018. The patents are delivered at the end of the training conducted by the Latin Academy of Firefighters (ALSP). This event, organised by the SSLIA Genève Aéroport, took place on the airport platform, in the SSLIA barracks (part of the barracks having been outsourced

to accommodate guests). More than 300 people were present, including 27 applicants and 25 VIPs.

The collaboration among units of Genève Aéroport, partners and external companies was essential for the smooth running of the event. This included ensuring accessibility of vehicles used at all times. A SSLIA commitment procedure was set up in case of an alarm during the event. A positive balance result for all the participants.



15

A INTERDISCIPLINARY COORDINATION OF OPERATIONS

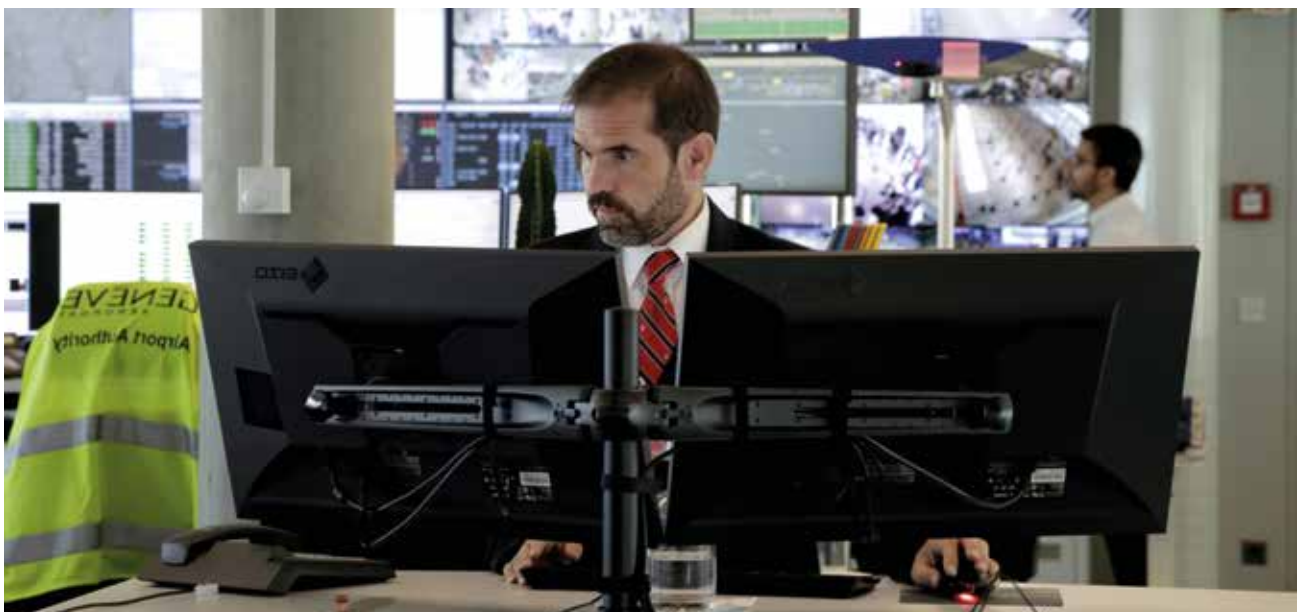
In 2018, a new interdisciplinary department consolidated the reorganisation of operations carried out in 2017: operational management and development. It replaces the operational coordination service related to the Airport Operations Centre (APOC) established in 2017, which aims to coordinate operations carried out by internal and external actors, like the handling agents, air-

lines, Skyguide, authorities, etc.

This new department is responsible for two major missions: the management of the daily running of the platform and the operational planning, both in the short/medium term (seasonal planning) and in the longer run (5-10 years). The objective is to better manage passenger, baggage and aircraft flows on the airport platform by optimising the air-

port's capacity. A crucial issue given the developments envisaged in the coming years.

A training unit integrates this device so as to improve internal administrative processes as well as management tools. The airport emergency plan device is in the process of being improved. It is based on a series of analyses carried out during 2017 and 2018.





ADOPTION OF THE PSIA DOCUMENT BY THE FEDERAL COUNCIL

The Aeronautical Infrastructure Sector Plan (PSIA) is the Confederation's planning and coordination instrument for civil aviation. It is part of the Swiss aviation policy. Each aerodrome has a PSIA sheet, which lays down in particular the framework for construction and operation, in a binding manner for the authorities.

The Genève Aéroport PSIA is a fifty-page document adopted by the Federal Council on 14 November 2018. It defines the framework for the operation and development of infrastructures by 2030 and guarantees coherence with the Geneva Cantonal Master Plan (PDCn). The objective is to allow the airport to ensure its mission in the service of national interests.

A process of coordinating territorial policy

The PSIA document coordinates federal and cantonal public policies relating to air transport, environmental protection, land-use planning, health, housing, etc. All of these policies are examined in relation to their territorial impact. The PSIA document comes from a coordinated initiative in 2013 among the Confederation, the Canton

of Geneva and Genève Aéroport (operator).

At the end of this tripartite work (with some interventions by the Canton of Vaud, Skyguide and the French authorities), a version of the PSIA document was made available for public consultation (population and authorities) from late 2017 until the beginning of 2018. The consultation phase resulted in the collection of a large number of observations duly analysed by the Confederation. The result of this consultation was published in an explanatory report accompanying the PSIA document.

In the meantime, Genève Aéroport has collaborated with the Canton and contributed to the communication process, particularly with regard to the municipalities. Genève Aéroport has organised, on its part, some fifty information sessions with the public authorities, associations and companies of the France-Vaud-Geneva region. Information was also transmitted to the coordinating Committee on the environment and to the air traffic nuisance advisory board (commissions to promote dialogue between Genève Aéroport and its stakeholders).

A sizeable challenge took on by Genève Aéroport

In practical terms, the PSIA sheet is a strategic document which deals with all the thematic areas with a territorial and environmental aspect, in particular in the areas of noise exposure, air protection, terrestrial accessibility, protection of waters and the protection of nature and landscape.

The document is a compromise which regulates the balance among the priorities of the Confederation, the Canton of Geneva and Genève Aéroport. It allows the identification of areas permanently exposed to the noise of air traffic where the planning of new residential buildings is not considered appropriate. The noise contours in the document limit the extent of these areas by preserving, in particular, certain sectors identified in the Cantonal Master Plan with a building potential of some 1200 dwellings, in accordance with the will expressed by the Canton.

The noise contours recorded in the PSIA document are one of the main aspects of the compromise on which the Confederation and

the Canton have agreed. For Genève Aéroport (operator), the continuation of the operation in accordance with the set framework represents a major challenge for its sustainability, to which their teams are already working to find solutions. The contours initially foresee a stabilisation of noise, then, at a later stage, a decrease by 2030 to limit the noise levels. A lowering which Genève Aéroport will have to respect which does not directly control the noise emitted by aircraft operating on the platform, but which will have to contain it by putting in place concrete measures.

To ensure a constant air traffic noise development, Genève Aéroport has increased noise charges in order to entice airlines to come to Geneva with quieter planes. A proactive policy of measures to limit exposure to noise pollution, especially at night, is also

underway. In 2018, a working group was established to improve the traffic management process with the objective of limiting late flights to the end of the schedule. The soundproofing of buildings, begun several years ago, supplements this device (cf. box).

A reference framework for the future operational use of the platform

The PSIA document is not a work programme or an operational directive. By its binding nature, it represents a framework for settling relations between the Confederation, the Canton of Geneva and Genève Aéroport. The objective agreement between the Canton and Genève Aéroport (2016), which sets the essential milestones for the operational use and development of the platform, will soon be adapted to fit the continuity of the PSIA document. Discussions on this adaptation started in 2018.

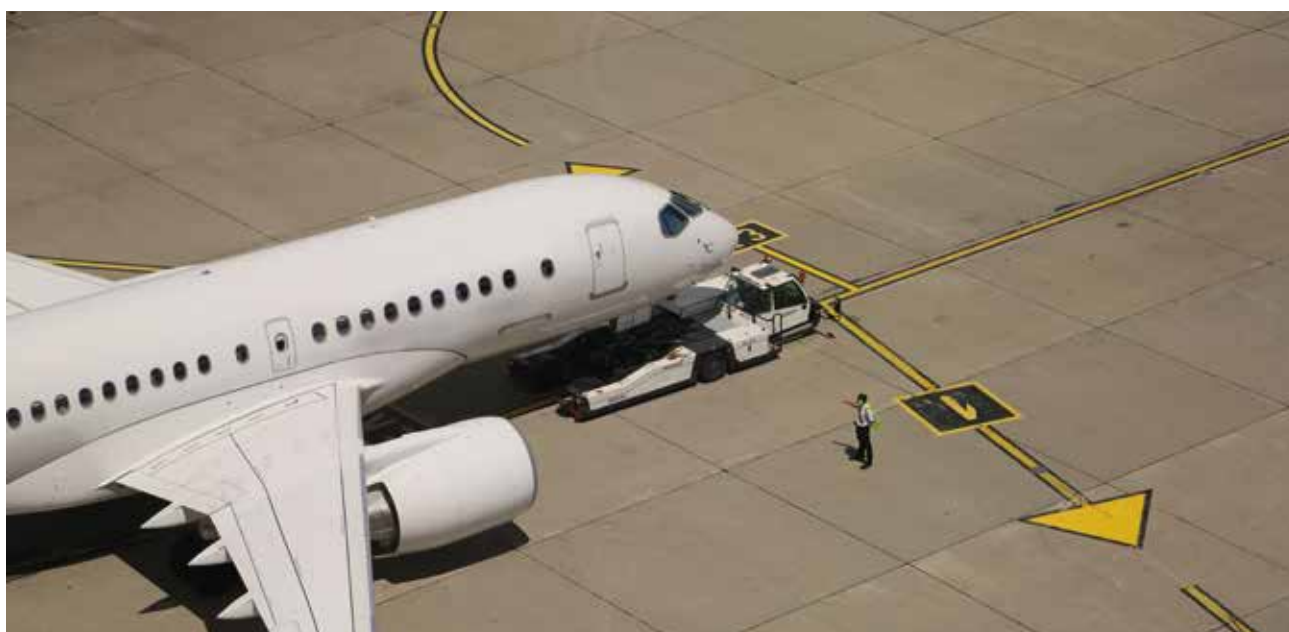
In parallel to this document, Genève Aéroport is attentive to the political debates concerning the airport (notably the popular cantonal initiative entitled "For a democratic pilotage of Geneva airport") in order to avoid being in a conflict of competences between the prerogatives of each party involved. As such, Genève Aéroport plays an information and supporting role for the Canton, which manages the political aspects of this initiative.

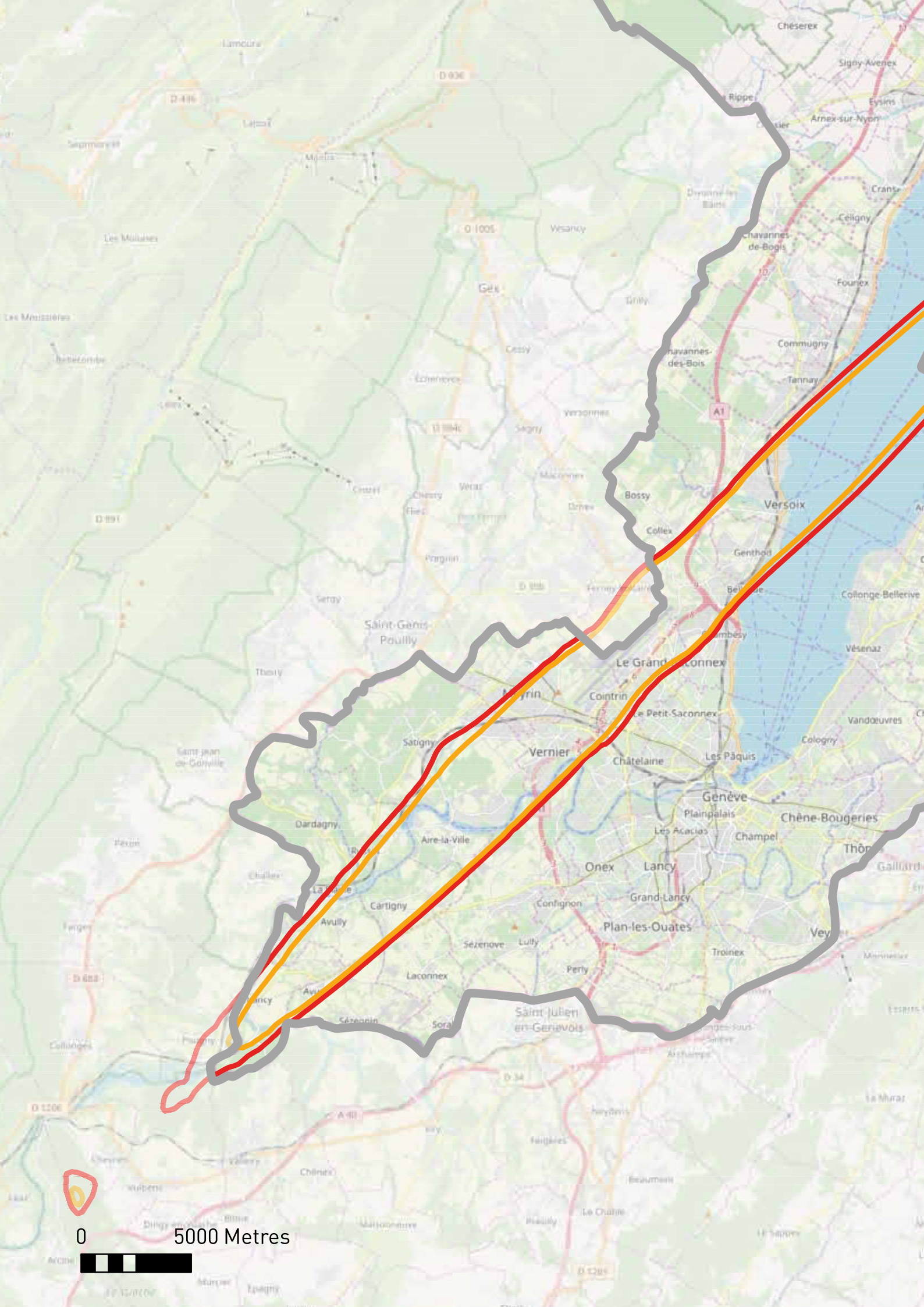
The future operational use of the platform will therefore be carried out within the strict framework of the PSIA document, the forthcoming objective agreement, as well as the actual growth in the number of passengers and movements (increase of +1.9% in passenger traffic and 1.9% decrease in movements in 2018).

FIGHTING AGAINST NOISE NUISANCES

An increase in noise charges occurred on 1 January 2018. It aims to encourage airlines to land less noisy and less polluting aircrafts in Geneva, as well as to finance the continuation of the soundproofing programme. This levy reported nearly 7.2 million francs this year (compared to 3.7 million in 2017),

an increase of 100%. The noise charge feeds the soundproofing programme of the buildings that Genève Aéroport has been leading for many years. A new concept of this programme was validated by OFAC in 2017. It will provide for the acoustic insulation of 3,200 dwellings over the next ten years for 87 million francs. Between 2004 and 2018, 3,881 dwellings were soundproofed for 55 million francs.





0 5000 Metres





NOISE CONTOUR CONTENT OF THE SECTORAL PLAN (PSIA)

TERRITORY EXPOSED TO NOISE (VP DS II)

Planning value degree of sensitivity II, enveloping

 **MEDIUM TERM PSIA NOISE CONTOUR**

 **"2030" LONG TERM PSIA NOISE CONTOUR**

THE NOISE CONTOURS

They are derived from a calculation taking into account the number of annual movements, the composition of the fleet, the distribution of movements over time and the flight trajectories. They represent the territory exposed to air traffic noise emissions. In collaboration with its partners, Genève Aéroport has taken steps to contain noise in the noise contour in the medium term, then reduce exposure to noise over the longer term.

PSIA COORDINATION PROCESS

(Confederation, cantons of Geneva and Vaud, airport operator, Skyguide)

COORDINATION PROCESS
from 07.12.2016

ESTABLISHMENT OF PSIA DOCUMENT

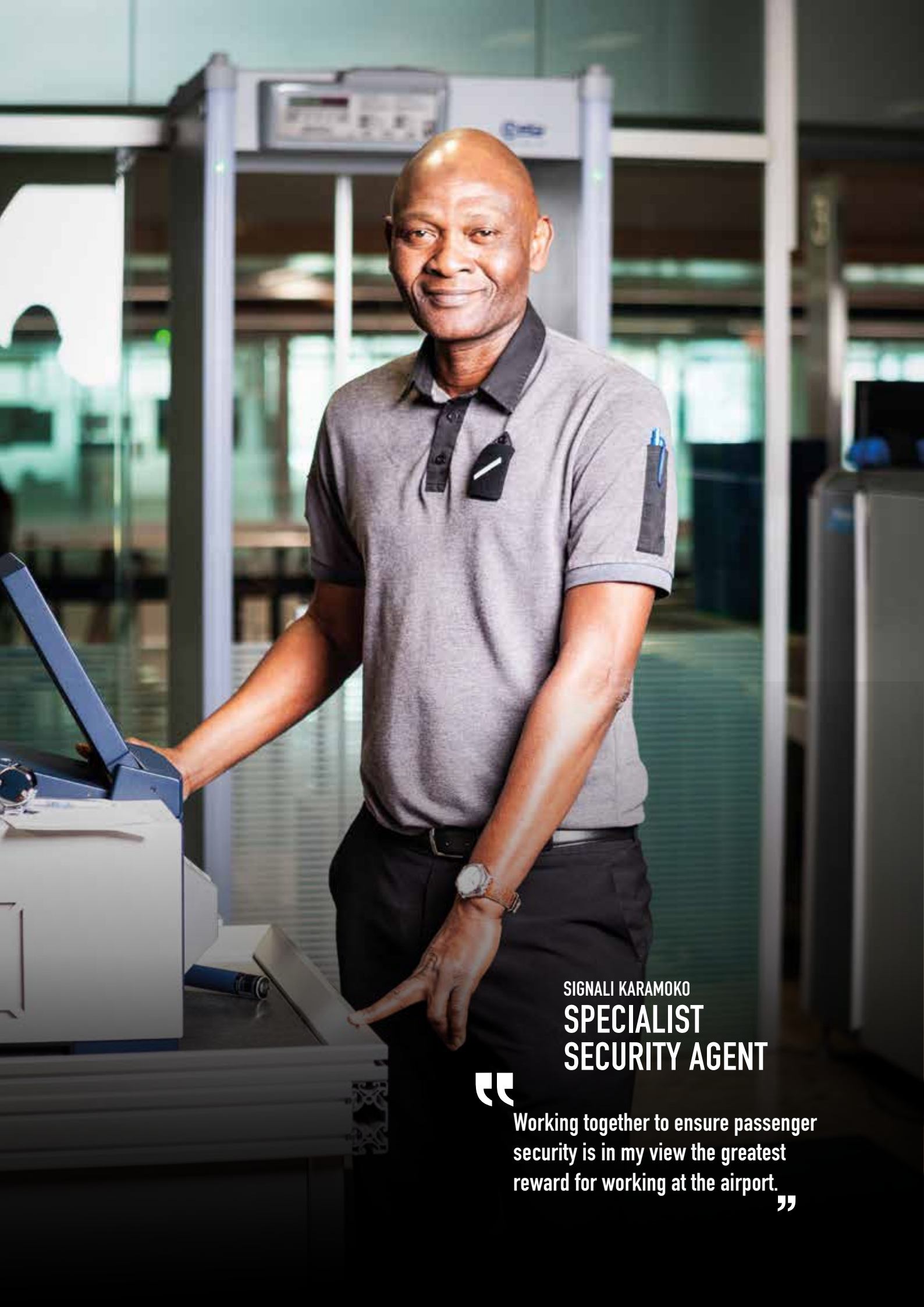
Installation of project document

1st consultation with federal offices (COT)

Consultation with Swiss and French authorities, information/participation of Swiss and French population
22.11.2017 - 08.01.2018

2nd consultation with federal offices

PSIA DOCUMENT RELATIVE TO THE AIRPORT OF GENEVA
Adoption by the Federal Council
14.11.2018



SIGNALI KARAMOKO
**SPECIALIST
SECURITY AGENT**

“

Working together to ensure passenger security is in my view the greatest reward for working at the airport.

”



17

CONCRETE ACTION ON ENVIRONMENT PROTECTION

New actions have come to strengthen the steps taken over the past several years to limit the impact of the airport platform's activities on the environment. The implementation of the Vengeron retention reservoir to collect, analyse and treat tarmac runoff waters is a compelling example (see p.35).

Optimising traffic management to limit noise

Throughout 2018, in-depth reflections and sustained exchanges have taken place with both the Confederation and the Canton and with the partners and users of the airport on the means to be implemented in terms of noise control. The adoption of the PSIA document by the Confederation in November 2018 (see pp. 38-41) intensifies the search for solutions to contain noise, for example a limitation of delayed flights taking off late in the evening or an incentive to use planes with better acoustic performance.

Continuing the development of photovoltaic energy

Two new solar roofs were installed

during 2018, one in collaboration with SIG (following the partnership signed in 2017). These two facilities offer 2,000m² of extra solar surface and provide the equivalent of the annual consumption of about 120 Geneva households (365 MWh) carrying the production of the airport site at 1.6 GWh/year.

Reach the airport early in the morning by free bus: Aérobus

For the past 10 years, Genève Aéroport has offered passengers arriving in Geneva free transport to the city. From 2008 to 2018, more than 7.7 million tickets were distributed, about 1 million of which were distributed this year.

Since 9 December 2018 a new service completes this historical offer: the Aérobus. The TPG transports passengers who travel to the airport free of charge between 3:00 a.m. and 6:00 a.m. to catch their flight. Six lines are concerned: A1, A2, A3, A4, A5 and A6. The journeys are completely financed by Genève Aéroport

which springs into action to reduce the environmental impact and encourage passengers to use cleaner methods of transport when travelling to the airport.

Running carbon neutral infrastructure

Genève Aéroport is Airport Carbon Accreditation ACA3 certified since 2011, and ACA3+ since 2017. Renewed in 2018, the ACA 3+ certification attests to the carbon neutrality of airport infrastructures. The purchase of carbon credits offsets residual emissions and supports two environmental projects in Kenya and Turkey.

Ensuring maintenance of biodiversity

Five shelters have been installed for ermines on the airport site. These facilities are intended to provide adequate habitat in a non-binding area for the smooth development of operations. For bats, six nest boxes were arranged on observation towers, in collaboration with the army.



18

GIVING LIFE TO VALUES

In 2017, the eight values of the company were defined by the employees: diversity, proximity, creativity, well-being, reliability, quality, transparency and ecology. This year, the Executive Management wanted to unite employees around these values, through what became the company's annual objective.

This has therefore been the challenge set by the Steering Committee made up of four Genève Aéroport direc-

tors, so that each value is taken care of by a voluntary ambassador. Eight teams were formed around the ambassador of a chosen value. The Communication and Marketing units contributed significantly to the promotion of the actions and events offered throughout the year.

The result proved to be very positive, both from the point of view of the number of participants and the returns collected from employees via surveys

sent at the end of each action. It is now a question of embodying these values in everyday life.

The 2018-2025 Roadmap

Initiated in January 2018 under the impetus of the new Director of Human Resources who arrived in December 2017, the 2018-2025 Roadmap aims to support Genève Aéroport in the achievement of its strategic objective: the management of the human resources and skills development.

THE CELL: AN ESCAPE GAME ON INNOVATION

Genève Aéroport has created an escape game around innovation and the notion of creativity, one of the eight corporate values. The idea is to educate employees about innovation in companies and to stimulate their creativity in this area in a playful way.

Developed in partnership with the company Gus&Co, this serious game called The Cell. More than 80 people played the game in 2018. The success of this operation has transcended the borders of Genève Aéroport, since employees of the RTS, SIG, HUG... were also able to participate in game sessions. The experience will be renewed in 2019 for employees who have not been able to participate.

This roadmap is based on four main axes: the revision of the employee regulations, skill management (talent management), compensation policy and digitalisation.

In order to do this, some twenty sub-objectives have been defined in a clear process: to achieve an existing state of play (audit and analysis), and then to lead a reflection on how Genève Aéroport wishes to posi-

tion itself as an employer. It will then be a comparison of the company's practices with other companies via a benchmark, before implementing the measures identified.

Each of these steps will be carried out by involving stakeholders, in particular the Personnel Committee, a true partner on whom the Human Resources Management wishes to rely as a responsible employer to ensure a

framework and a future work environment that is coherent, transparent, equitable, modern, agile and stimulating. It is in this environment, through an approach that is intended to be benevolent, that Genève Aéroport intends to accompany employees, to enable the executives to fulfill their leadership potential, to encourage the development of skills and to recognise the performance of each person.







PAPAL VISIT TO GENÈVE AÉROPORT

The arrival of His Holiness Pope Francis 1st in Genève Aéroport on 21 June 2018 was an unusual event. Invited by the World Council of Churches, this unofficial visit aroused the involvement of both federal and cantonal authorities in particular with regard to security personnel (cantonal Police) and the Health Service (Cantonal Sanitary Brigade). The Genève Aéroport operational units were also heavily relied upon by the Protocol department, the Security department and the SSLIA.

A guard of honour made up of the Great Powers of the SSLIA, some thirty firefighters from SSLIA, as well as some members of the Executive Management, marked the journey of the Pope from the descent of the plane to the new di-

plomatic pavilion where the president of the Confederation, Mr. Alain Berset, was waiting for him. Exceptional fact: An ambulance from the Genève Aéroport SSLIA was integrated into the motorcade of the Supreme Pontiff's convoy vehicles. It followed the entire movement of the pope until his departure from Geneva. The coordination between the various stakeholders was the key to the success of the operation.

The protocol serving the international community of Geneva

The international community of Geneva is one of the important airport users. The strong presence of international organisations (34), non-governmental organisations (380) and States represented by Permanent Missions (177) make of Geneva an

indispensable diplomatic and humanitarian platform.

Each year, more than 4,600 high dignitaries are welcomed in Switzerland by the Protocol unit of Genève Aéroport. Heads of State, Prime Ministers, Ministers of Foreign Affairs, Ministers and royal families (Europe and the Gulf countries) contribute to the spread of Geneva and Switzerland across its borders.

The privileged reception of some important guests for Switzerland or for Geneva complements the mission of the Protocol unit offered by Genève Aéroport. This quality of reception and service made in Switzerland is highly appreciated by the international community of Geneva and undoubtedly participates in Switzerland's fame.

Genève Aéroport serving the international community of Geneva:



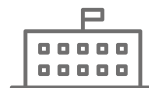
34

international organisations



380

non-governmental organisations



177

permanent missions



4'630

Official welcome at Genève Aéroport



20

THE OPENING OF DIALOGUE AS GUIDELINE

2018 was particularly rich in information sessions and exchanges with the various partners of Genève Aéroport: associations, municipalities, communities, companies... About a fifty presentations were made to raise awareness about the major issues affecting the platform as part of the entry into force of the PSIA document (see pp. 38-41).

Special attention has been paid to commitments and actions in favour of the environment and, more broadly, sustainable development. This aspect was highlighted when Genève Aéroport participated in the European Sustainable Development Week (4-8 June) and the publication of the 2018 Sustainable Development Report.

Welcoming the locals

Raising awareness about the functioning and the specificities of the airport platform to the passengers

and population of the region is a strong ambition of Genève Aéroport. In 2018, some 50 guided tours were organised, attracting about 1500 curious people who came to travel around the tarmac by bus and learn more about the airport.

Organised in partnership with the Canton of Geneva, the 25th Swiss edition of the European Heritage Days was a real success. The approximately 35 visits organised during the weekend of 1 and 2 September 2018 were full. More than 500 people were welcomed and able to visit the site of the East Wing, the tri-baggage or the terminal.

Inform as widely as possible

In 2018, the community following the airport on social media exceeded 100,000 people, scoring an increase of more than 20% compared to 2017. Genève Aéroport is on Facebook, Twitter, LinkedIn, YouTube

and Instagram. The engagement rate is good and the community is active.

The Facebook page is one of the most popular communication channels. It brings together the community of airport lovers and aeronautics through various themes such as the backstage of the platform, like the popular video "If I were a baggage..." following the journey, at 360°, of a baggage from the drop off on the recording mat to its arrival near the hold of an airplane.

On the media side, an important information work has been carried out, either through press conferences or through the request of journalists throughout the year. Communication will continue in 2019 and will be a strong element in maintaining the relationship with the locals, especially to celebrate the centennial of the airport with the citizens of the Canton.



COMMITTING TO THE INTERNATIONAL AIRPORT COMMUNITY

Geneva airport is a medium-sized airport in the international airport landscape. Its constraints in terms of infrastructure – with regard to its limited land and its single runway – require it to find innovative solutions to meet demand and ensure optimum quality of service for its users.

Its pioneering role in certain areas (like the introduction of new security machines this year, pp. 30-31) makes it a key player in exchanges with similarly sized airports with common problems, such as Athens, Bologna or Hamburg airports. Discussions are taking place in particular at the Airport Council International Europe (ACI EUROPE), in which Genève Aéroport continues to be very active.

Subject to European air transport regulations, Genève Aéroport intervenes upstream in exchanges in order to assert its voice before the legislative process is initiated (which it can no longer do after, because of its absence in the European Economic Area). In parallel, it makes internal skills available to work on a wide range of cross-cutting topics: security, legal, environment, etc.

Reinforcement of relations within the airport community

In 2018, Genève Aéroport took part in the management Board of the ACI Fund, created in the 90s and which has fallen into disuse in recent years. Its involvement aims at reactivating the beneficial effects of this fund to assist airports in the least developed

countries according to the United Nations.

The interactions with the Aéroports de Montréal company were followed in 2018 (partnership signed in 2017) and will be reinforced in 2019, in particular through the exchange of personnel to share good practices.

Cross-border meetings

The dialogue has strengthened with France, in particular through negotiations for the convening of the Franco-Swiss joint commission. A conciliation committee involving the French party met in May 2018 and will continue its exchanges in 2019. It aims to facilitate discussions about the environment, especially on the issue of noise.



22

A RESPONSIBLE ACTOR AND INVOLVED IN THE REGION

Genève Aéroport is a company committed in civil society. Aware of its social responsibility and its role in the region, it supports projects, associations and local events through a proactive sponsorship policy. This sponsorship is implemented in three directions: commercial sponsorship, local support (for residents and associations in the region) and sponsorship. The annual amount for these three types of sponsorship amounts to 900,000 francs. This financial commitment takes shape in the sporting, cultural, economic, environmental, social and humanitarian areas.

Active involvement of employees

Each year, a five-person committee chooses a theme for the sponsorship fund. A list of projects and associations is offered to the Genève Aéroport employees according to the year's theme. The three projects with the most votes on the intranet are selected and each receives the sum of 25,000 francs.

In 2018, the theme of childhood was chosen. The three supported associations have been Zoé4life (which helps families whose children suffer from cancer), the Cerebral Foundation (Swiss Foundation for children with cerebral palsy) and Supportive Action for Deprived Children (ASED) (which promotes education and training for children and adolescents).

Genève Aéroport also supports other projects and associations throughout the year to the tune of an additional 25,000 francs in the framework of its sponsorship activities.

Well-defined selection criteria

The choice of the different sponsored associations is based on well-defined criteria and values (including transparency, environmental attention and local anchorage) as well as the Swiss Zewo certification in the field of humanitarianism. The idea is to include all sponsorship activities in a sustainable and lasting vision for the region.

The great moments of 2018 are undoubtedly the medals collected during the Olympic Games in Pyeongchang by Team Geneva, as well as the success of the 20km at Genève Aéroport, the Swiss Open wheelchair tennis, the Film Festival and International Forum on Human Rights (FIFDH) and the Geneva International Film Festival (GIFF).

Iconic supporters in four areas

Among the main sports supports are the Geneva Lions (LNA basketball), the 20km from Genève Aéroport (running), the athletes from Team Geneva as well as the Geneva Servette hockey club. In the cultural field, Genève Aéroport supports the Geneva Chamber Orchestra, the Geneva International Film Festival, the FIFDH and the Meyrin Forum Theatre. The economic and tourism events supported are the Forum of the 100, the Great fireworks of Geneva and the Meyrin Economic Forum. The sponsorship fund has been distributed between Zoé4Life, ASED and the Cerebral Foundation.



MAXIMILIEN CHERVAZ

APPRENTICE INSTALLER- ELECTRICIAN

“

The complexity of the airport domain is a daily challenge in which I develop my skills as an installer-electrician.

”

“

1920-2020 OUR AIRPORT, MY STORY”

On 11 October 1919, the Grand Council of the Republic and Canton of Geneva voted a law decreeing “the creation of an airfield for public use”. The land was to be non-swampy, with a minimum dimension of 500 meters by 300 meters, parallel to the prevailing wind. The area specified will be chosen in 1920 and the first plane will land in the same year. One hundred years later, nearly 11,000 people contribute each day to the smooth running of the airport platform which links Geneva to the rest of the world.

2020 will celebrate the anniversary of this extraordinary adventure.

The “airfield” chosen by the canton of Geneva, from the sky, before the construction of the first concrete runway in 1937 (undated photo).



Design and Graphics: ©GenèveAéroport, Frédéric Rouget-Châtelain

Copywriter: Dimitri Kas

Photo credits: Genève Aéroport and external photographers: Zouhri Mohammed, Guillaume Megevand, Arnaud Poncet, Aurélien Bergot, OCG-Gregory Batardon, Botelho FergusonPhotography

Cover: ©Arnaud Poncet

Print: Printed in Switzerland by Atar Roto Presse SA, 2019

Paper: BalancePure, recycled FSC certified paper

     #GeneveAeroport

 GENEVE
AÉROPORT

Aéroport International de Genève

Case postale 100 | CH-1215 Genève 15 | Tél. +41 22 717 71 11
www.gva.ch

